Administrator's Guide

Gaggle.Net, Inc.
P.O. Box 1352
Bloomington, Illinois 61702
800-288-7750
http://www.gaggle.net

Why is this called Gaggle?

Email has made a big impact on my professional and personal life. This simple technology has made it much easier to maintain my friendships, and it has greatly contributed to the success of the businesses I have started.

The Gaggle service came about after many discussions with teachers, technology coordinators and principals. I was bothered by the fact that virtually no schools were offering email accounts to students. Everyone said that it was just too hard to keep an eye on what the students were doing. I wanted to remedy this situation, so I decided to give teachers a way to monitor and control their students' use of email.

People are constantly asking me how we came up with the name for Gaggle.Net. As you may know, gaggle is the name for a large group of geese. Our goal was to give teachers an easy way to watch over their gaggle of students. Hence the name Gaggle.

It's also easy to remember.

Jeff Patterson
Founder of Gaggle.Net, Inc.

Table of Contents

Table of Contents (cont.)

Table of Contents (cont.)

Chapter 1 Using the Email System

Signing into the System

To sign into the Gaggle website, users will need to have their login information. This information should have been received from a Gaggle representative or the School Master. If not, please contact us.

On the Gaggle homepage, each user should enter a username and password in the login field and then click the **Login** button. After logging in, users may be able to their password by clicking on the **My Account** link in the upper right hand corner of the page.

If users forget their passwords they can select the **password** link below the login button. Enter the email address and the verification text in the text boxes that appear and click submit. For students the new password will be sent to the student's teacher. For teacher access and above the password will be sent to the outside email address assigned to the account.

Some schools use their own domain name with their Gaggle accounts, such as user@burkisd.org or user@ehs. gaggle.net. If a school uses a custom domain name, users will need to login with their full email address on the Gaggle homepage.

Enter username here

Enter password here

Login button

Reset Password

Click here to sign in with a User Key. See page 33 for more details.

Chapter 1 Using the Email System

Inbox or Main Screen

Using the Gaggle system for reading and writing email is very simple. The program is intuitive and easy to use. On the following pages are explanations of all the basic screens in Gaggle.

After logging into the Gaggle website, the first screen is the Main Screen or Inbox. This is the folder where all new mail will appear. Users can view their email by clicking on a message and viewing the message in the bottom reading pane or by double clicking the message to view as a full screen in a separate tab. The Deleted, Drafts, and Sent folders, as well as any personally created folders, will all look and function the same as this screen.

From the Inbox, users can choose to read any message, move a message by dragging and dropping into the appropriate folder, translate the message to another language, click on the audio feedback button, and sort email by the From, Subject, Date, and Size headers. To delete a message, right click on an email subject and select delete or highlight the message and select the delete button at the top of the page.

Click on the top pane to sort by subject, sender, date, or size.

Click message to read or double click to view in full screen.

Click to translate message to a different language. More info on page 49.

Click to delete a message.

Click the play button to hear the email read aloud.

Creating and Deleting Folders

Users can create and delete personal folders for their Gaggle account. These personal folders can be given any name and are a great way to store messages that relate to specific topics. To create a folder, right click on the **My Folders** link located in the left pane toolbar. Select **New Folder** and the new folder will appear and allow you to name the new folder. Once the folder is named, the user can also right click to create a subfolder or empty, delete, and rename that folder. When a user deletes the folder, all of the messages from the folder will be moved to the Deleted folder.

Right click to create a subfolder or empty, delete, and rename that folder.
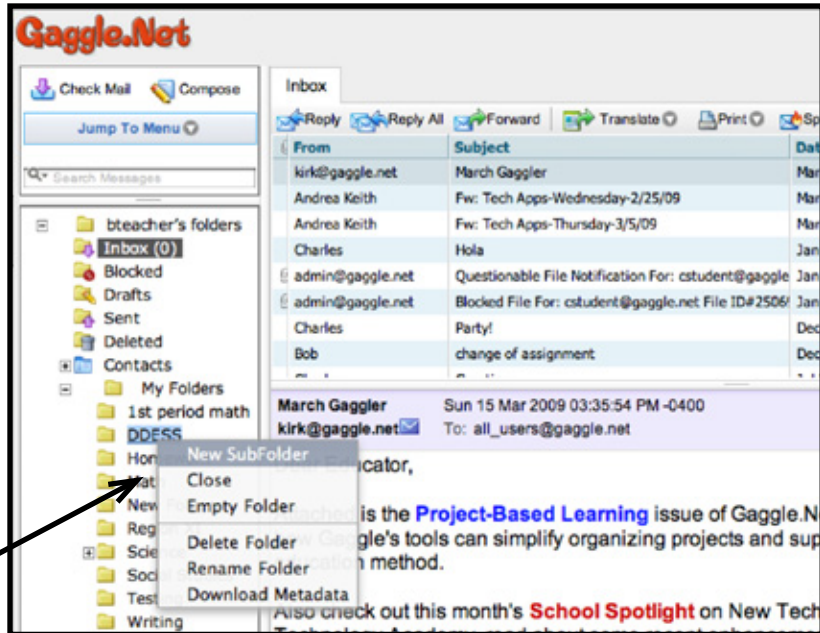
Search Feature

Gaggle provides users with an advanced search feature to easily search all email messages by keyword, address, etc. To use the search feature, simply enter text in the box provided in the upper left hand corner next to the magnifying glass icon. Hit enter to generate results in a new tab. Gaggle's search feature provides many different search options to give users optimal search results. The following sections describe the various search options.

Advanced Searches

The Advanced search feature allows users to select more information on their searches such as dates, subject, body, to, from, and attachments in an email. To select Advanced search, click on the magnifying glass in the search box and select Advanced Search. School Administrator and Masters can choose to search either their own mail, or the messages of all the users in the school. This can be done by clicking the **All Users** or **Your Mail** button in the search window. District Administrators and Masters can search mail in any or all schools within the district by highlighting a single school or checking the All Schools box.

Click the magnifying glass

Click **Search** or hit return after criteria is entered to complete the search.
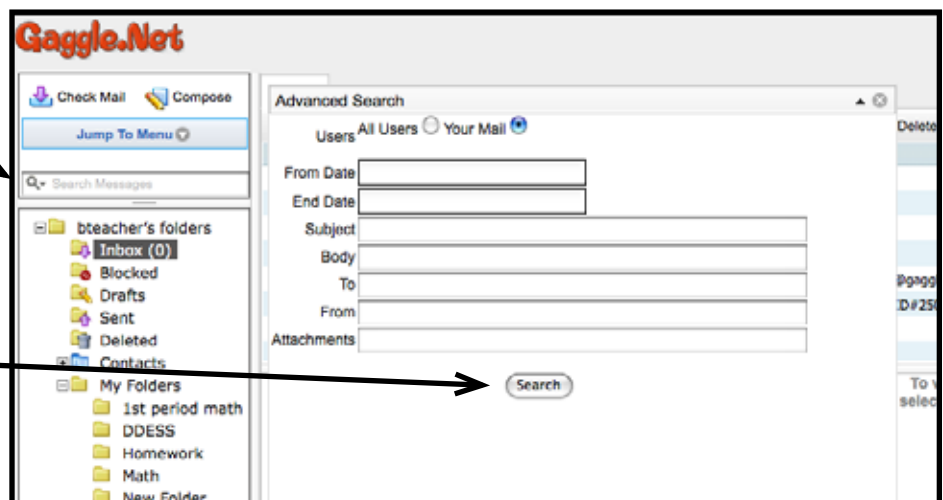
Chapter 1 Using the Email System

Wildcard Searches

Gaggle's search feature supports the use of single and multiple character wildcard searches. To perform a single character wildcard search, a user should use the "?" symbol in the term. To perform a multiple character wildcard search, a user should use the "*" symbol in the term. The wildcard search symbols cannot be used as the first character of the search criteria.

The single character wildcard search will yield results that match the term provided in the search field with the single character replaced. For example, to search for "small" or "smell" a user can use the search: sm?ll.

A multiple character wildcard search will yield results that match the term provided in the search field with 0 or more characters replaced. For example, to search for the words "party" or "parties", a user can use the search: part*. Multiple wildcard searches can also be used in the middle of a term if necessary.

Boolean Operators

Boolean operators allow users to combine terms in a specific search. Gaggle's Search feature supports the following Boolean operators: AND, "+", OR, NOT, and "-." When using a Boolean operator, it must be entered in all capital letters in the search field.

OR:
The OR operator links two terms and finds matching emails in which either of the terms exist. The OR operator is the default operator in any search. For example, to search for an email that contains the word "test" or "exam," use the search: test OR exam.

AND:
The AND operator finds matching emails where both terms exist anywhere in the text. For example, to search for an email that contains the words "music" and "program," use the search: music AND program.

+:
The "+" operator requires that the term following the "+" symbol in the search field must exist somewhere in the text of an email. For example, to search for an email that must contain the word "internet" and may contain the word "safety," use the search: +internet safety.

NOT:
The NOT operator excludes all email messages that contain the term after NOT in the search field. For example, to search for emails that contain the word "computer" but do not contain the word "lab," use the search: computer NOT lab.

-:
The "-" operator excludes all email messages that contain the term after the "-" symbol in the search field. For example, to search for emails that contain the word "principal" but do not contain the word "meeting," use the search: principal-meeting.

Grouping

The grouping function allows users to group together two or more Boolean operators using parentheses to further control the results of their search. For example, to search for an email message that contains either the word "test" or "exam" and the word "science" use this search: (test OR exam) AND science.

Chapter 1 Using the Email System

Fuzzy Searches

Fuzzy searches allow users to search for words that are similar in spelling to the term entered in the search field. To perform a fuzzy search, use the "~" symbol at the end of a single term. For example, to find words that are similar in spelling to the word "cat," use this search: cat~. This search would yield results for words such as cats, hat, and mat.

Proximity Searches

Proximity searches allow users to find words that are within a certain distance from each other in a single email. To perform a proximity search, use the "~" and a number at the end of a phrase in the search field. For example, if a user wanted to search for the words "school" and "achievement" within a certain distance from each other in an email, he or she would use the search: "school achievement"~10. This would search for these two words within 10 words of each other in an email message.

Boosting a Term

There are two types of terms users can utilize when performing a search: single terms and phrases. A single term is simply a single word such as "computer" or "email." A phrase is a string of words enclosed in quotation marks such as "district policy." Boosting a term allows the user to control the relevance of the search results. To boost a term, use the "^" symbol with a number at the end of the term in the search field. The higher the number used, the more relevant that particular term will be in the search results.

For example, if a user was searching for emails containing the words "district" and "policy," and wanted to boost the relevance of the word "policy," he or she would type this into the search field: district policy^7. This will make emails with the term "policy" appear seven times more relevant in a user's search.

Escaping Special Characters

When a user is performing a search that contains a special character which is also part of one of the searching methods described above, a user can neutralize the character by placing a "\" in front of it. For example, if a user is searching for an email that contains the word "a**," he or she can use this search: a**. By placing the "\" in front of the "*" it allows this character to be included as part of the actual search rather than as a wildcard character described above.

Chapter 1 Using the Email System

Read Mail Screen

After selecting a message to read from the Inbox, the user will have the ability to view the mail in the bottom pane of the screen or can double click the message to view on a full screen in a new tab. Users can see the text of the message, the sender, the subject, the date and time the message was sent, and any attached files. There are also several controls that allow users to perform various tasks, which are described in the picture below.

Click the **Reply** button to write a message to the person who sent the email. The **Reply** button will also quote the original message back to the sender.

Click the **Print** button to print an email message.

Click to translate message to a different language.

Click on the attachment link to open or download the file.

Click to hear email read aloud

Chapter 1 Using the Email System

Compose Screen

There are several ways to get to the Compose screen; however, the most common method is by clicking on the **Compose** button in the upper left hand corner of the screen. The Compose screen allows users to compose messages to be sent over the internet. Users can add a recipient by clicking on the **To** button and selecting an address from the Contacts box or by typing an email address in the To field. Complete the email in the message field and click **Send** in the upper left hand corner. Users can enter more than one address in the To field if they are separated by commas.

There are several controls on this screen that are worth explaining in detail:

To: Clicking on the **To** button will display a Contacts box with a drop down menu containing several different categories. Users can show names from My Contacts, which will display both their individual contacts and any groups they have created: User Groups, Built In Address Groups, or the school's Directory. Select a name from the menu and double click to see the address in the To field or click on the name and click the **To** button to see the address populate in the To field.

CC: This button allows users to create a carbon copy list for the email. This is simply a list of additional recipients. Users at the Staff access level and higher also have the option of using the BCC. This option allows users to send a blind carbon copy of a message. BCC means each recipient will not able to see who receives the email. The BCC option is not available for student users.

Subject: It is recommended users give a subject to all outgoing messages, which should be typed in this field.

HTML: The HTML toolbar allows users to compose messages with different fonts, colors, bold, italics, input images, conduct spell check, etc.

Save Draft: This button saves the message to the Drafts folder to be modified later before sending it out.

Add an attachment

Click the **To** button to display a list of contacts.

Select CC or BCC.

HTML Bar
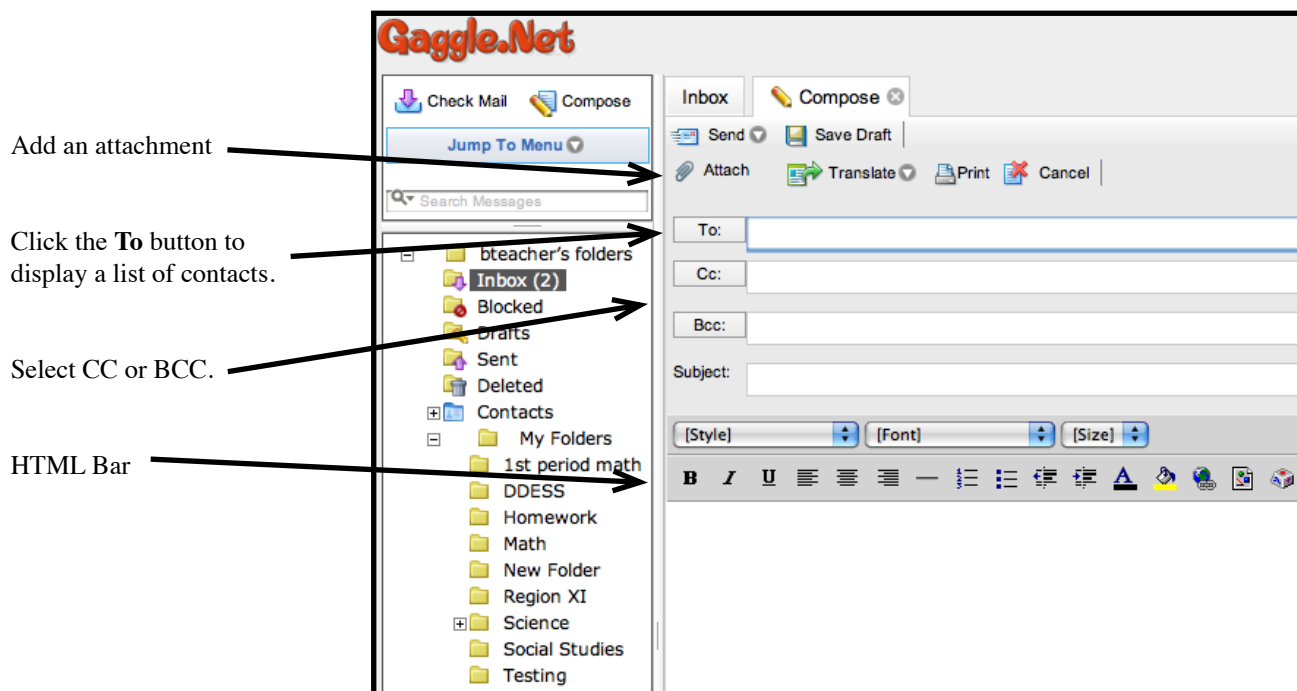
Attaching Files/Uploading

Attaching files is a simple process. Click the **Attach** button at the top of the screen. A pop-up window will appear displaying files available on your computer. Locate and double click on the file, or click it to highlight and then click the **Open** button to start the upload. You will see a progress bar as it uploads. The name of the file will then be displayed with a paperclip icon and a link to remove the attachment.

Educators have the ability to turn off the attachment option for students. If attachments are not allowed, all incoming or outgoing messages with attachments will be sent to the Administrator's Blocked folder for review. The School set up page will allow you to block specific file types, as explained in Chapter 2.

Spell Check

To check the spelling in an email, click the **Spell Check** button on the HTML toolbar. A new window will open showing a user each misspelled word, one at a time, in the Word Not Found field. The spell check will then suggest a replacement for the misspelled word and other spelling suggestions.
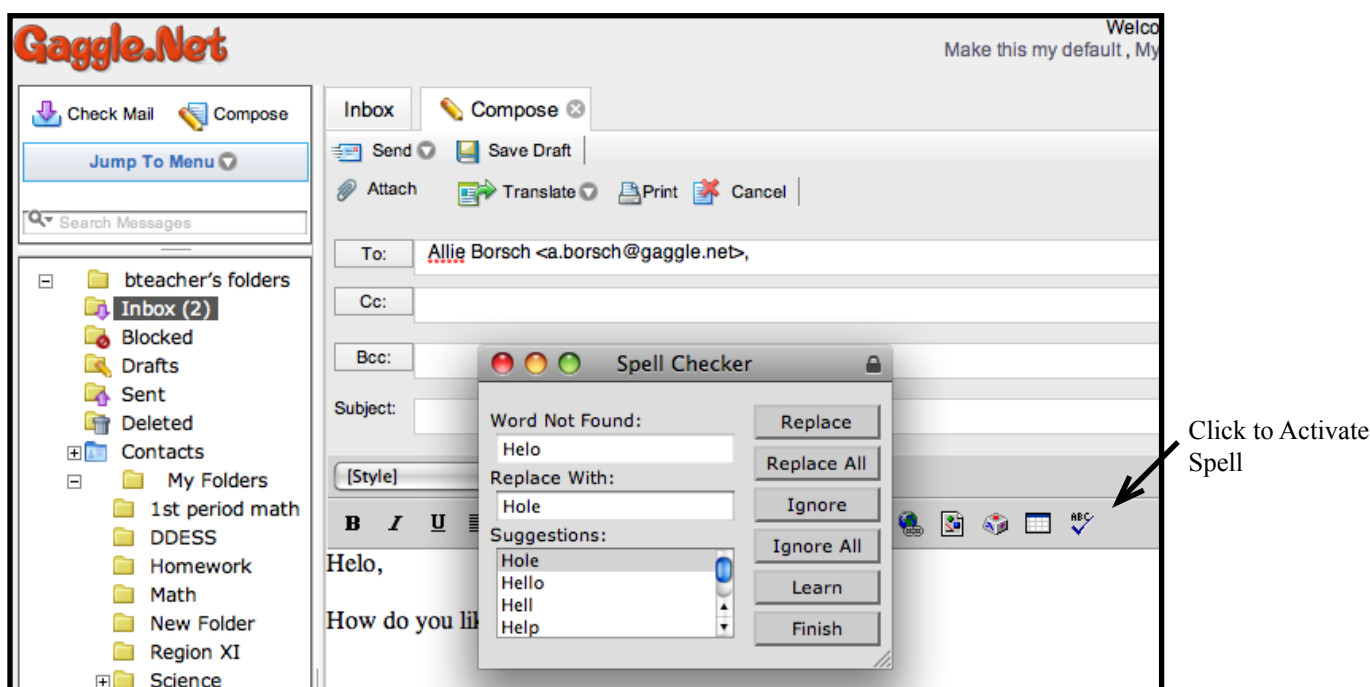
A user can click the **Replace** or **Replace All** buttons to replace the misspelled word with the chosen suggestion and move on to the next word. The **Ignore** or **Ignore All** buttons can be used to ignore the misspelled word and skip to the next word. By clicking the **Learn** button, users can add a particular word to their personal dictionary. Finally, the **Finish** button will exit the spell check and return you to your email.

Contacts

The Contacts folder is shown in the left toolbar section. The Contacts folder allows users to add any number of address listings for friends and colleagues. To add a contact, click on the Contacts folder and select the **Add Contact** button in the upper left hand corner of the screen to populate new address information. Users can also drag and drop names from the directory page or drag and drop names from received emails into the contacts folder. These addresses will appear in the section titled "My Contacts" when the **To** button is selected on the Compose screen. The **To** button is a fast way to find a recipient's address. If a new message or reply is sent to an address that is not already in the Contacts list, the user will be asked if the address should be added.

Chapter 1 Using the Email System

Click here to add a new contact.

Click here to edit contact.

List of contacts already entered.

Enter the information for the new contacts in these fields
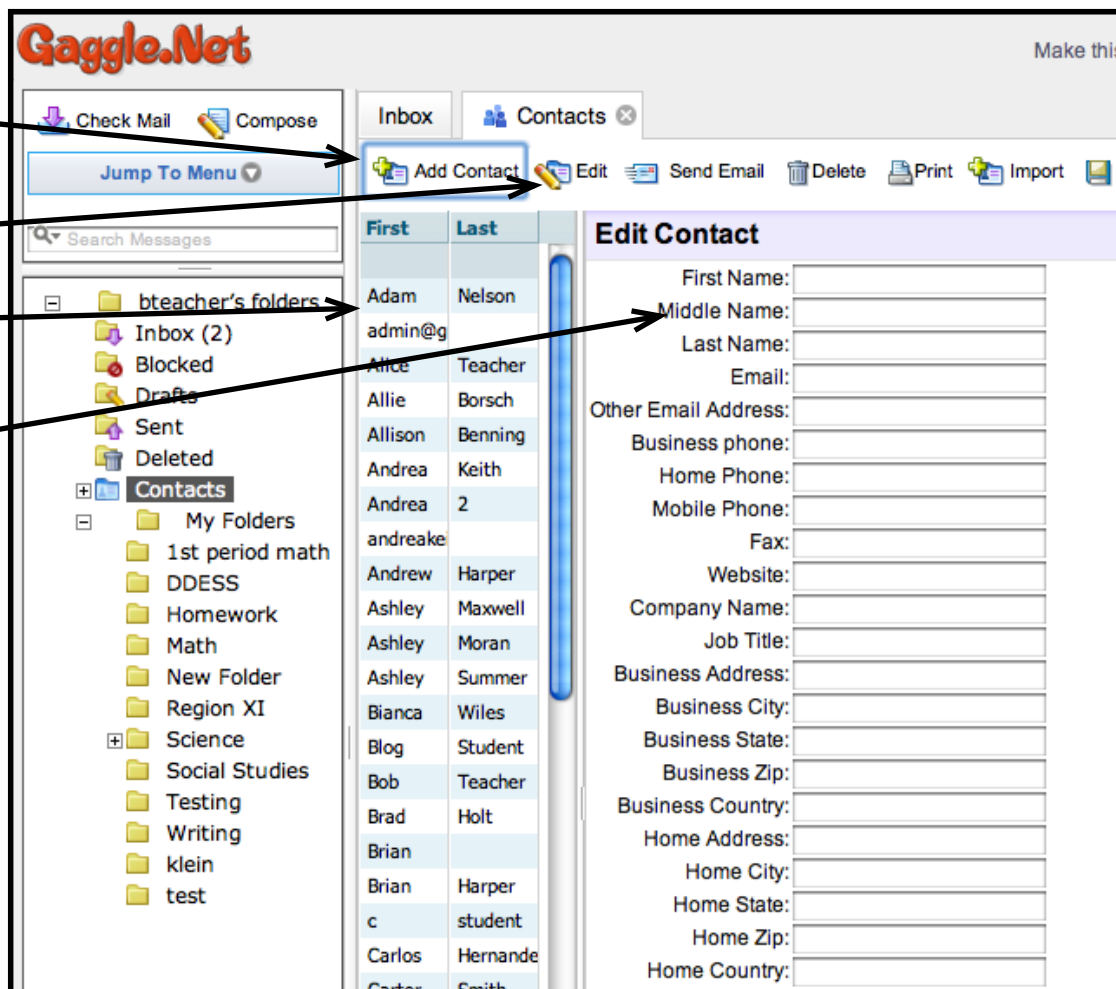
My Groups

A user can click on the "+" symbol next to the Contacts folder to view My Groups. My Groups are personalized distribution lists. By selecting one of the groups from the **To** button on the Compose screen, users can quickly send an email to multiple recipients.

My Groups are a grouping of the individual addresses from the Contacts folder. There is no limit to the number of addresses that can be put into My Groups.

To create personal Groups:
1. Right click on My Groups, then click Add New Address Group. A New Address Group icon will appear. Type the name of the Address Group in the box to the right of the icon.

2. Users can choose addresses from their Contacts List and/or the Directory. Click the Contacts or Directory link to open that list in a new tab.

3. Drag and drop names into the folder from the Contacts list or Directory list. Users can select several users at once by holding the control or the shift key while clicking on names.

Users can add addresses to an existing Group by selecting the Group icon and clicking on the **Add Contact** button. Populate the information in the text fields accordingly. Addresses can also be added to an existing group by dragging and dropping names from the directory into the correct group.

Right click to add a new address group.

Select multiple users by holding down shift and clicking. A Ctrl + Click will add individual users to a selection.
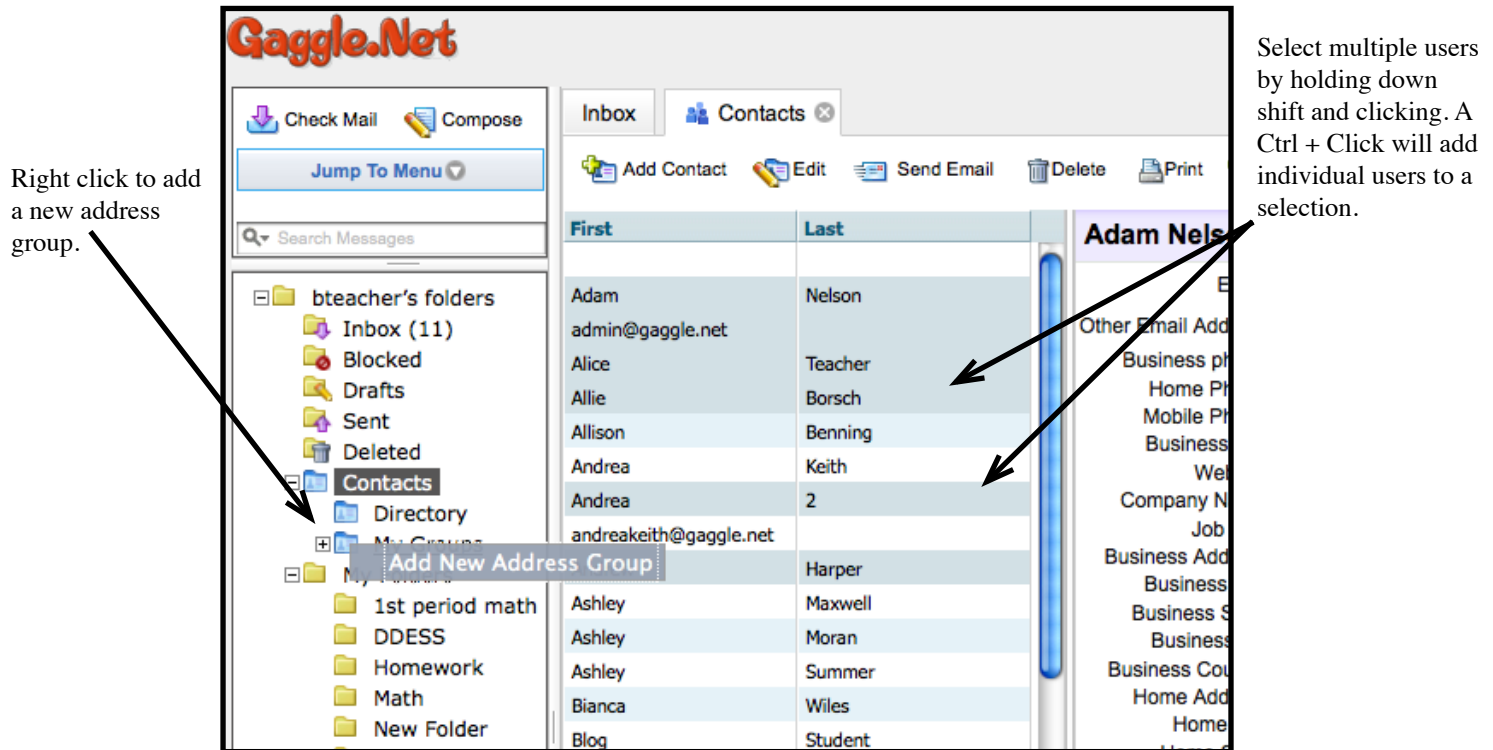
Once a group has been created, users can click on that group to view options, to add contacts, edit, delete the group, change the address group type, or send an email to that specific group. The following describes the available Address Group options:

Address Book – BCC Recipients   The individual recipient addresses will not be visible. A Reply from the recipient will go just to the sender. (A Reply All will also only go to the sender.)

Address Book – CC Recipients   A reply from a recipient will go just to the sender. A Reply All will go to all members of the group, whose Addresses will be visible in the To field.

Mailing List   By marking a group as a Mailing List, the user will be able to create a name for the group, such as ScienceTeachers. When replying to an email sent to this Group, the individual addresses will not be visible. The reply will be sent to all the members, shown as groupname@addresses.gaggle.net or as in the example above scienceteachers@addresses.gaggle.net.

Restrict Email from Non-List Members   Only users that are members of a particular group will be allowed to send email to that specific group.

Chapter 1 Using the Email System

Built-In Address Groups

The **To** button on the compose screen includes several built-in Address Groups. Users will see different built-in Address Groups depending on their access level. Student users will only have the group, My Class, in their Menu, which would let them send an email to all of the students assigned to the same administrator in Gaggle.

The following is a list of all possible built-in Address Groups:
My Class
All Students
All Teachers and above
All School Admins and above
All Users in School
All Users in District
All Students in District
All Staff+ in District
All Teachers+ in District
All School Admins+ in District
All District Admins+ in District
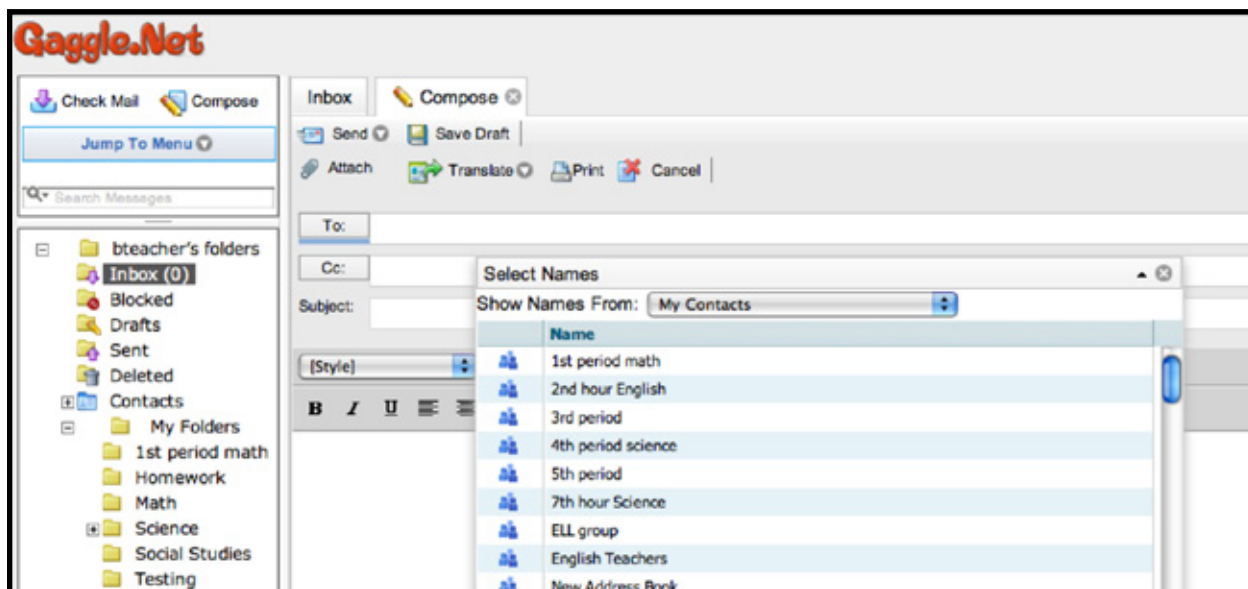
Exploding Address Groups

The Exploding Address Group feature allows users to send a message to multiple addresses without logging into the website. Users can send mail to one Gaggle address and the system automatically sends out a copy of the message to multiple recipients.

Listed below are two types of Exploding Address Groups:

1. Sending mail based on user access levels. – xxxx@users.gaggle.net

The general format is:

criteria_schoolID@users.gaggle.net – The school ID can be found at the top of the School Setup page, which is located under the School Admin drop down menu through the Jump To link.

criteria_district_districtID@users.gaggle.net – The district ID can be found on the School Setup page.

admin_adminID@users.gaggle.net – Mail is sent to all users who share the same administrator. The admin ID is the Gaggle User ID for which can be found on the User Data page for that educator.

Here are some examples:

all_30116@users.gaggle.net	Sends mail to all users in school ID 30116
staffplus_30116@users.gaggle.net	Sends mail to all users in school ID 30016 who have access level of staff or higher
students_30116@users.gaggle.net	Sends mail to all student users in school ID 30116
all_district_1006120@users.gaggle.net	Send mail to all users in district ID 1006120
admin_93120@users.gaggle.net	Mail is sent to all users who share the administrator with user ID 93120

School ID Can be found on the School Setup Page

The criteria definitions are:
  all - all users
  students – student level and lower
  teacherplus – teacher level and higher
  schooladminplus – school admin and higher
  staff – all staff level users
  staffplus – all staff users and higher
  admin - users who share the same administrator

2. Sending to My Groups in the personal Contacts folder – xxxx@addresses.gaggle.net
Each personal group has an ID number. Users can find the Group ID Address by clicking on the group folder and viewing the number at the top of the page.

For example:
23981@addresses.gaggle.net – Any email sent to this address would be sent out to all addresses listed in Address Group ID #23981.

Users can also send to a personal Group of other users at the school or district if the original creator of the group shares the group ID number with other users.

Security for Exploding Group Folders

As a security precaution against spammers, this feature only works with mail sent from the Gaggle website or from Gaggle's SMTP servers. In addition, there are some access level restrictions that prevent certain users from sending to an Exploding Address Group. Users with Staff level access or higher must belong to the same district as the user who owns the personal group. In addition, Staff plus users can send to the built-in Address Groups for their school or district. Student users can only send to their own personal group or to the built-in Address Groups for their school.

Using a Custom Domain with an Exploding Address Group

The Exploding Address Groups can be setup to work with custom domain names. If a school uses a custom domain name for the Gaggle accounts, users can send to address groups either as students_2302@users.gaggle.net or students_2302@users.northwood.org.

Directory

The Directory screen is a quick way to find email addresses for Gaggle users in the school. The Directory link is located on the left hand toolbar on the main page under the Contacts folder. Users can quickly email anyone on the list, drag and drop names into their Contacts folder or their Group folders and access other users' Digital Lockers, Profile Pages, and Blogs.

Click on a name to send a message, right click to add to Contacts, or click and drag to another folder.

Click **View** to sort users by other criteria.

Click to access Directory

Chapter 1 Using the Email System

Setting Personal Account Options

The link in the upper right hand corner of the screen labeled My Account is where users can change various parameters for their own accounts. Depending on the access level of the user, different settings can be changed. These options include, but are not limited to, user name, full name, and password.

The following sections explain some of the more common fields and settings on the My Accounts page. There are several other items on this page that provide additional settings or account information. They will be more thoroughly explained throughout the following chapters of this guide.

Changing a Password

To change a password, enter the desired password into the two text fields: New Password and Retype Password. Click the **Save** button in the upper left hand corner of the screen. Passwords are encrypted for security reasons, therefore they cannot be retrieved. They must be reset.

Mailbox Storage

Each user on Gaggle is allocated a specific amount of storage space for email messages, attachments, and Digital Locker files. All emails and files are counted against your total storage space except messages in the Deleted and Blocked folder.

Student access and below will not be able to modify name and user-name fields.

Change password here.

Mailbox storage limit and amount currently being used.

Adjust spam filter here.

Set up Mail forwarding here.

If a users' accounts reach 80% of their total storage space, they will receive a warning notification via email and a notice will appear at the top of their Inbox. They will still be able to send and receive email as long as they are not over their limit.

Once users have reached their storage limit, they will no longer be able to send or receive email. All email sent to their account will be bounced back to the sender. A new warning message will appear at the top of the Inbox indicating the account has been frozen. To unfreeze an account, users needs to clean up their account by moving some of the old messages from the Inbox, Sent, Drafts, Spam, and any custom folders to the Deleted folder. All folders and the Digital Locker should be checked for old messages or files that can be deleted. On the My Account screen, users can view the storage space they have used at any given time.

Mail Forwarding

Mail Forwarding allows users to have their messages forwarded or copied to another email account, such as a district address or personal account. Users can forward just the blocked mail or all mail that comes into the account. Only users set at the College Student access level or higher can forward their email. When choosing this option, a confirmation email will be sent to the forwarding address entered. If the users agree with the action of the email and wish to continue forwarding the email, no response is needed. Clicking the link provided in the email will stop forwarding.

The address to be used must be listed in the Forwarding Email Address field. Be careful when entering the forwarding email address because an invalid email address may cause serious problems.

Forwarding Options:

Do not copy or forward messages
Mail will not be sent to any outside address even if there is an address listed in the Forwarding Email Address field. This is the default setting.

Copy blocked messages to forwarding email address
Only mail that gets blocked will be sent to the forwarding email address. A copy of the student's blocked message will be sent to the forwarding email address and the message will also stay in the user's Gaggle Blocked folder.

Copy all mail to forwarding email address
This option handles the blocked messages in the same manner as above. In addition, a copy of each message received in the user's Gaggle account will be delivered to the forwarding email address. The mail received will remain in the user's Gaggle Inbox.

If this option is selected, users should check their Gaggle account regularly, as their Inbox may get full, and their Gaggle account may become frozen.

Forward all mail to forwarding email address
All mail sent to the user's Gaggle account will be forwarded to the forwarding email address. The mail sent will be moved to the Gaggle Deleted folder and will remain there for 30 days. This is the best method for mail forwarding.

To set up forwarding:
1. Click on the **My Account** link and scroll about halfway down the page.

2. Enter a forwarding email address and choose a forwarding option.

3. Click the **Save** button.

Enter the Forwarding email address here.

Chose the desired forwarding option.

Chapter 1 Using the Email System
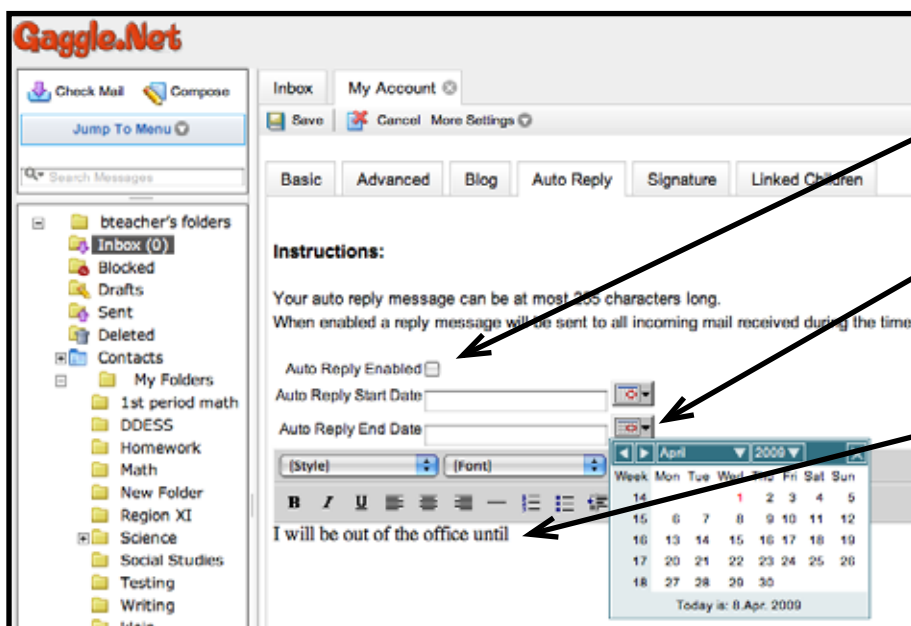
Auto Reply Setting

The Auto Reply setting gives users the option to set an out-of-office reply message when they are not checking their email for a period of time. It allows users to choose the date range when it should be active and type a personalized message. When Auto Reply is enabled, it will automatically send a copy of the message to everyone who emails the user during the specified dates. This option is only available to Staff access and higher.

To set up Auto Reply:

1. Click the **My Account** link and select the tab listed as **Auto Reply**.
2. Check the box next to the Auto Reply Enabled.
3. Choose the start and end date by using the two drop down calendars.
4. Type the message in the Auto Reply Message box.
5. Click the **Save** button in the upper left hand corner.

To turn the Auto Reply Setting off, uncheck the Auto Reply Enabled box.
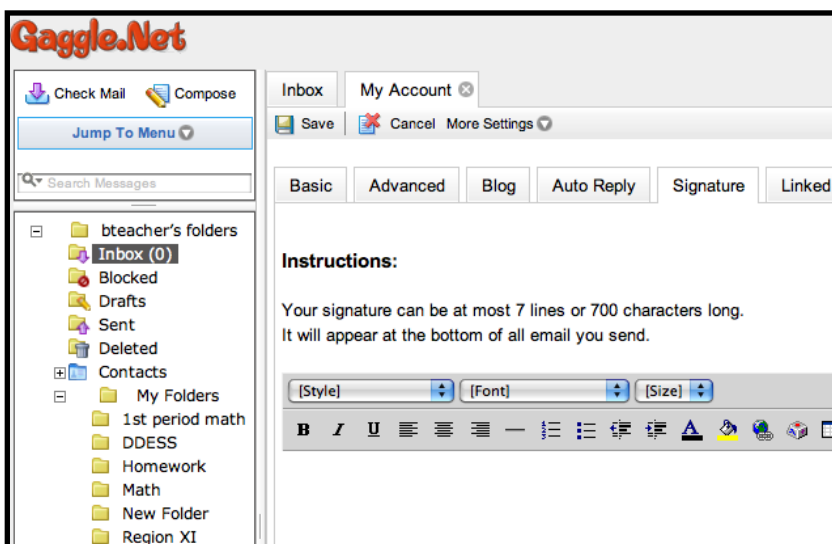
Check this box to turn Auto Reply on or off.

Insert the date range click the drop-down to bring up the calendar.

Type the message here.

Signature Option

The Signature tab is available under the **My Account** link. This screen allows a user to enter a personal signature. The signature will be added to the bottom of every message sent. (If users are looking for a school wide signature, please contact Gaggle's Customer Service. This is an option for schools that subscribec to Gaggle.)

Chapter 1 Using the Email System

Deleted Mail Policy

Deleting an email on the Gaggle website does not actually delete the message. This is a safety feature for both students and educators. In particular, the system prevents students from hiding their activity by deleting messages that are inappropriate. Students cannot purge mail from the system by using the Delete button. However, access levels of Teacher and higher do have the ability to purge mail from either their own account or from a student's account, including a student user's Deleted folder.

When a user deletes mail on Gaggle, the message is moved to the user's Deleted folder. The mail is then kept in the Deleted folder for at least 30 days so students and teachers can retrieve these messages as needed. After approximately 30 days, messages in the Deleted folder are moved to a hidden Archived folder which is only accessible by Gaggle personnel. Messages are kept in the Archived folder for an additional 30 to 60 days. After this time frame, the messages are no longer retained by Gaggle and are purged from the system. For more detailed information about our Archiving Policy for free and subscription users, please contact a Gaggle Representative.

Virus Control

The virus libraries on the Gaggle servers are automatically updated every hour and all files and attachments are scanned twice.

Every message is scanned for viruses when it is received by the Gaggle mail servers. If the message contains a virus, it is immediately deleted and not added to the user's Inbox. In addition, each attachment is scanned a second time before the file can be downloaded by the end user. This second scan helps to catch new viruses that may get past the initial check before the latest virus update is released.

Outgoing attachments added to the Compose screen are scanned during the upload process. Files in the Digital Locker section of Gaggle are also scanned during both the upload and download process.

Spam Control

Unsolicited Commercial Email, or SPAM, is a huge problem on the internet. Please be assured that Gaggle does not provide any information on user accounts to any companies that send SPAM. In fact, Gaggle has many systems in place that are designed to defeat spammers. Each day the Gaggle system rejects hundreds of thousands of spam messages.

Gaggle uses a multi-layered system to protect users against unwanted and inappropriate email. The initial line of defense is the anti-spam system detailed below. Mail must first pass through the anti-spam system and is then subject to Gaggle's specialized student filters for offensive text, images, URLs and more. The ultimate ability to restrict offensive email is the ability to block specific outside domains or even all domains except for a select few.
As a first line of defense, Gaggle uses a proprietary anti-spam appliance that blocks spam messages using a sophisticated rule set. This anti-spam rule set is maintained 24 hours a day, 7 seven days a week by a team of dedicated programmers. As spam threats are identified, rules are created to block these new sources of unsolicited mail. Using a human created rule set allows Gaggle to effectively block 98.5% of spam while maintaining a false positive rate less than 0.1%.

If you do receive a message, which you believe is spam, you can forward this message to the programming team for review. Please click the spam button on the Gaggle interface or forward the message with the full mail headers to spam@gaggle.net.

Chapter 1 Using the Email System

Personal Spam Filter

Users have their own personal Spam Filter on Gaggle. The Spam Filter works in conjunction with the Blocked Word List and Blocked Address filters that are part of Gaggle's overall safety system. The Spam Filter can be thought of as the last line of defense against offensive or annoying email. Users can determine their own level of filtering for spam.

Every message that enters the Gaggle system is analyzed for the likelihood the message is a junk mail advertisement. The Spam rating for each message is based upon many criteria, such as the use of all capital letters, the presence of words and phrases such as "Free Offer," "Buy Now," and "Viagra," as well as other rules.

If a message is determined to be an unsolicited commercial email, then it is placed in the user's Spam folder. This folder will be created when the first spam message is received. Messages in the Spam folder are kept for 7 days and then automatically purged from the system. While this system will catch most spam, it can also make mistakes. If a friend sends a message with all capital letters about a free concert, it might be mistaken as spam. If this happens, the message will end up in the user's Spam folder. For this reason, we suggest users check their Spam folder at least once per week to see if it has caught any legitimate emails by mistake.

Because one person's junk mail is another person's valuable offer, users can set their own personal Spam Filtering Level for their Gaggle account. The Spam Filter Levels are:

High   -   This level will catch almost all junk messages, but it is also more likely to mistake real mail for spam.
Medium -   This is the default setting. It will catch most spam and make few mistakes.
Low   -   This level will let some spam get by and will rarely make a mistake.
Off   -   This option provides no personal spam filtering and all messages will be delivered to the user's Inbox.

The settings for the spam filter can be found on the My Account screen.

How did they get my student's address?
If students are receiving a plethora of unsolicited email, the cause can usually be traced to one of three sources:

1. The student has unknowingly given out his or her email address to spammers. Every time an email address is entered in a drawing or provided on a website, that user is inviting spam. In addition, posting to newsgroups or mailing lists are also frequent sources of spam.

2. Students will sometimes sign each other up for spam as a practical joke. Unfortunately, there is no way to prevent someone from entering another person's email address on external websites.

3. The user name assigned to a student may have been previously used by an individual at another school. If the prior user was receiving spam, then the new user will now receive those spam messages as well. If this happens, change the user name to something more unique.

Preventing False-Positive Spam

From time to time, the system may incorrectly identify legitimate email as spam. This is particularly true of newsletters and email that contains spam-like phrases. To ensure that mail from certain senders is received in the Inbox instead of the Spam folder, add the sender's email address in the Contacts folder. This entry in the Contacts folder will override the personal spam filter.

Chapter 1 Using the Email System

POP3/SMTP and IMAP Access to Email

If a school has purchased the subscription version of Gaggle, then users have the option to use an email client program such as Outlook, Outlook Express, or Eudora to access their email account.

Users can use any POP3 or IMAP compatible email program to download their mail and read it on their local computer. Most people find an email client program is much faster than using a web based system. Users can use both a client program and the web based system depending on their daily needs.

If users see any banner ads at the top of the Gaggle web pages, then their school is using the free version of Gaggle and will be unable to access Gaggle's POP3 or IMAP servers.

Below are instructions for setting up POP3 and IMAP access with an email client program. The first set of instructions are for Windows users, and the second set of instructions are for Macintosh users.

We recommend starting by upgrading the email client program to the latest version of the software. This will ensure maximum compatibility.

POP3 Access Using Outlook 2003 (Windows)

1. From the **Tools** menu, choose **Email Accounts**.
2. On the Email Accounts screen, select the radio button for "Add a new e-mail account" and click the **Next** button.

Add a new e-mail account option.
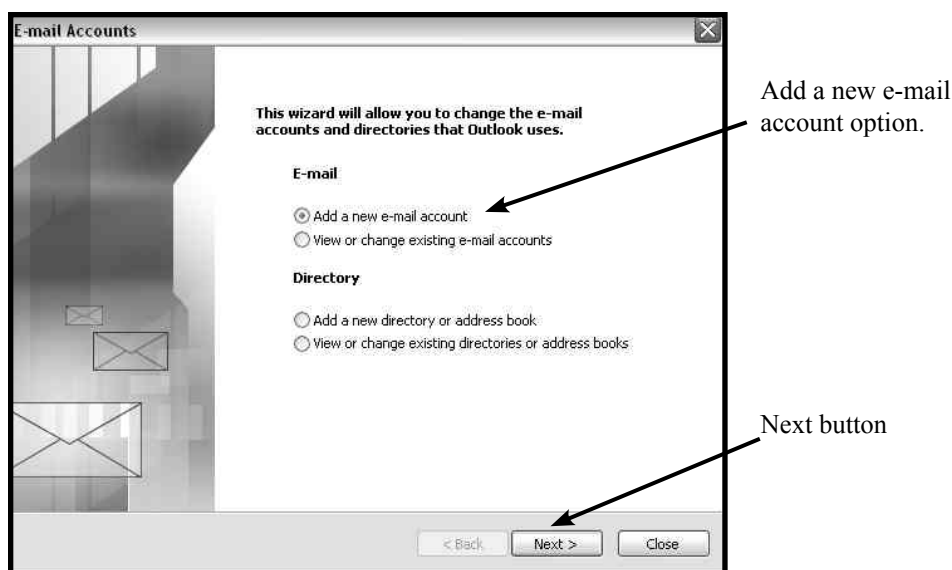
Next button

3. On the Server Type screen, select the radio button for "POP3" and click the **Next** button.

Select "POP3" as
the server type.

4. On the Internet E-mail Setting screen, fill in the User Information, Logon Information, and Server Information
    sections with the following information:

    Your Name   The full name to be displayed in the From line on all email messages
    Email Address   Full Gaggle email address (example: fakeuser@gaggle.net or j.brown@abcisd.k12.il.us)
    User Name   Full Gaggle email address (example: fakeuser@gaggle.net or j.brown@abcisd.k12.il.us)
    Password   Password for Gaggle email account (Passwords in Outlook are case sensitive even
                               though they are not in Gaggle.)
    Incoming Mail   pop3.gaggle.net
    Server (POP3)

    Outgoing Mail   smtp.gaggle.net
    Server (SMTP)

    Leave the box for "Log on using Secure Password Authentication (SPA)" unchecked.

Enter pop3.gaggle.net

Enter smtp.gaggle.net

Leave this box
unchecked.

More Settings
button

25
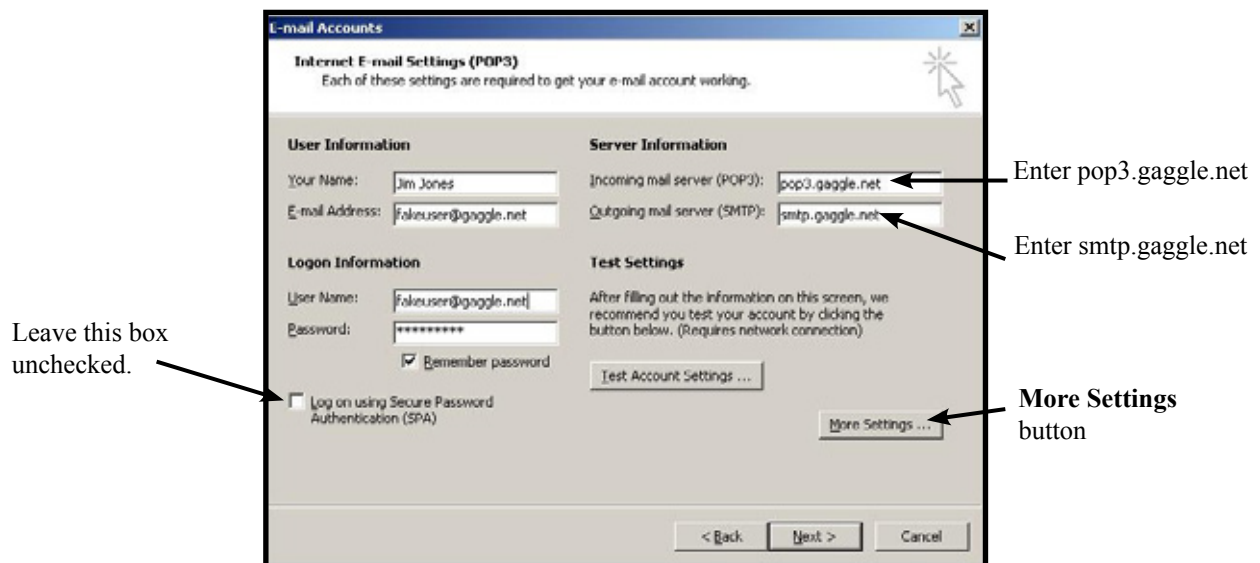
5. Click the **More Settings** button.
6. Under the Outgoing Server tab, click the check box for "My outgoing server (SMTP) requires authentication".
    This option should also automatically select the radio button for "Use same settings as my incoming mail server".

Check this option under the Outgoing Server tab.

7. Under the Advanced tab, make certain the server port numbers are set to 110 for the incoming server and 25 for the outgoing mail server (Gaggle's Alternative POP3 port is 10110 and alternative SMTP port is 2525. The secure IMAP port is 993).

Port numbers 110 and 25.

Option to leave a copy of messages on the server.
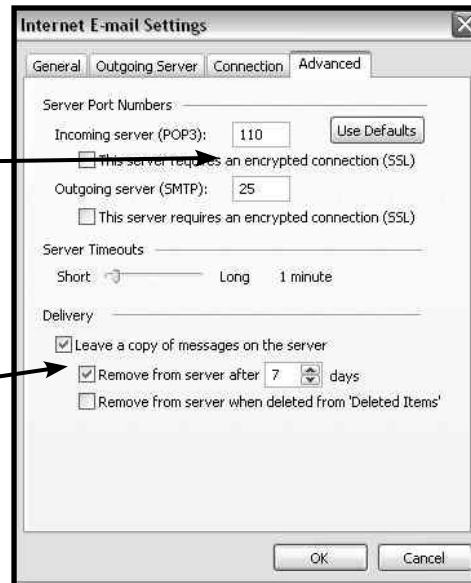
8. As an optional setting, users may choose to leave a copy of their messages on the server by checking the appropriate box under the Advanced tab. If a user does choose this option, we recommend also selecting the option to remove messages from the server after 7 days.
9. As another optional setting, users may choose to fill in their appropriate account information under the General tab.
10. After selecting any optional settings, click the **OK** button, then click the **Next** button, and finally click the **Finish** button.

IMAP Access Using Outlook 2003 (Windows)

1. From the **Tools** menu, choose **Email Accounts**.
2. On the Email Accounts screen, select the radio button for "Add a new e-mail account" and click the **Next** button.
3. On the Server Type screen, select the radio button for "IMAP" and click the **Next** button.

Select **IMAP** as
the server type.
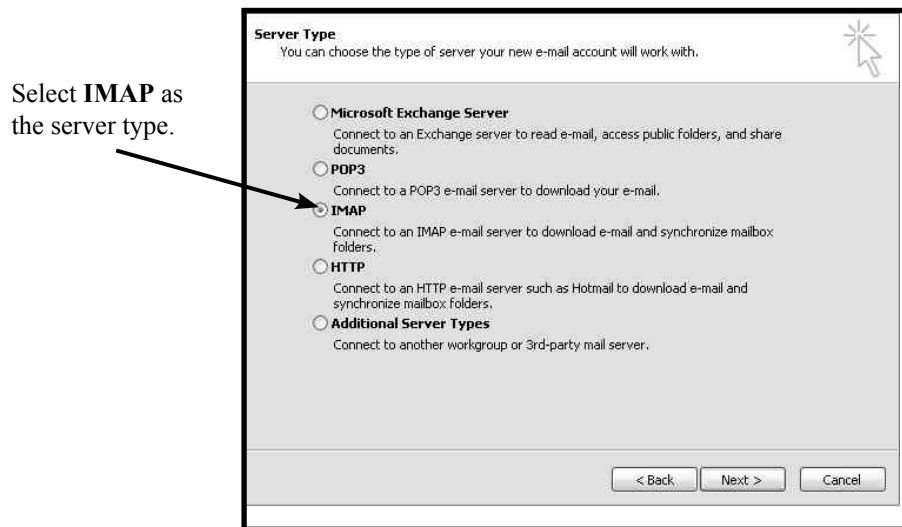
4. Continue to follow steps 4 - 10 under the POP3 access instructions to finish setting up an IMAP account, EXCEPT set the Incoming Mail Server to imap.gaggle.net.

Troubleshooting
Error: **"**The message could not be sent because the recipient was rejected by the server.**"**
Go back to the Email Accounts screen, select "View or change existing email accounts," select the new account from the list, and click the **Change** button. Click the **More Settings** button, and under the "Outgoing Server" tab, make sure the box for "My outgoing server (SMTP) required authentication" is marked (See step #6 on previous page).

Error: **"Unable to log on using Secure Password Authentication."**
Go back to the Email Accounts screen, select "View or change existing email accounts," select the new account from the list, and click the **Change** button. Make sure the box for "Log on using Secure Password Authentication (SPA)" is NOT checked (See step #4 above).

POP3 Access Using Apple Mail (Macintosh)

1. Under the Mail tab, select **Preferences**.
2. On the Preferences box, click on the **Accounts** button.
3. Under the Accounts box, click the plus sign (+) to add a new account.
4. On the General Information screen, select **POP** from the Account Type menu. Fill in the following additional information on this screen and click the **Continue** button:

Account Description	Select a name for the new account, such as "J Brown's Gaggle Account."
Full Name	Enter the full name as it should appear in the From line of an email message.
Email Address	Enter the entire email address (example: fakeuser@gaggle.net or j.brown@abcisd. k12.il.us).

Select **POP** as server type.

Fill in additional fields here.
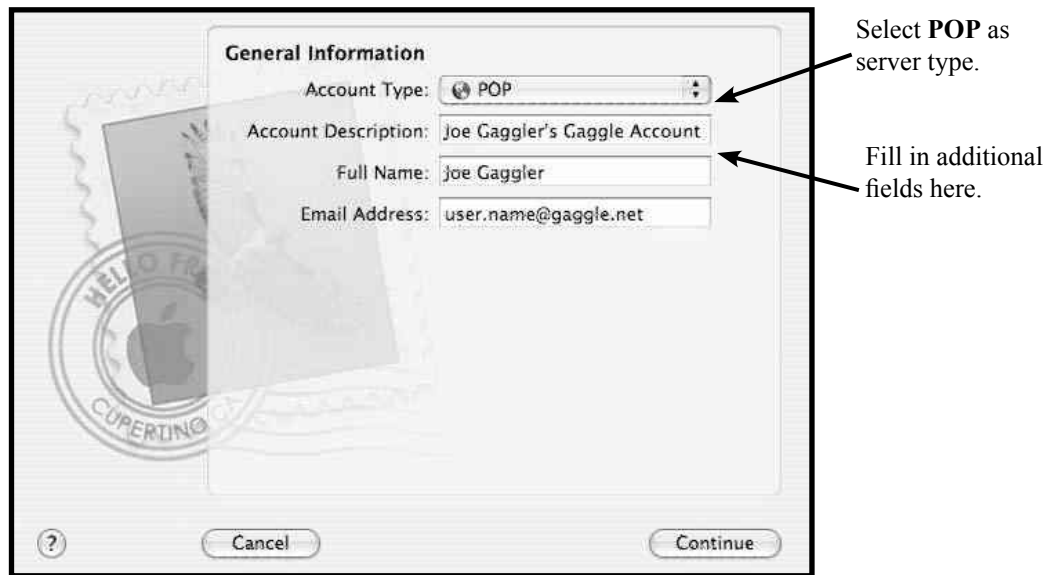
5. On the Incoming Mail Server screen, enter "pop3.gaggle.net" in the Incoming Mail Server field. Then enter the user name and password for the Gaggle email account. Make certain to enter the full email address in the User Name field if using a custom domain, i.e. j.brown@abcisd.k12.il.us. Also make certain to enter the password exactly as it appears in Gaggle. Click the **Continue** button.

Enter pop3.gaggle.net

Enter exact Gaggle user name and password.

6. On the Outgoing Mail Server screen, enter "smtp.gaggle.net" in the Outgoing Mail Server field. Check the box for "User Authentication" and enter the Gaggle User Name and Password as on the previous screen. Click the **Continue** button.

Enter smtp.gaggle.net

Check the **User Authentication** box

Enter exact Gaggle user name and password.

7. On the Account Summary screen, review the information entered to make sure it is correct. If it is not correct, click the **Go Back** button to re-enter information on the previous pages. If it is correct, click the **Continue** button.

8. On the Conclusion screen, click the **Done** button.

Chapter 1 Using the Email System

IMAP Access Using Apple Mail (Macintosh)

1. Under the Mail tab, select **Preferences**.
2. On the Preferences box, click on the **Accounts** button.
3. Under the Accounts box, click the plus sign (+) to add a new account.
4. On the General Information screen, select **IMAP** as the Account Type by clicking on the blue arrow.
5. Continue to follow steps #4 (second half) - #8 under the POP3 access instructions to finish setting up an IMAP account.

Select **IMAP** as server type.

Fill in additional fields here.
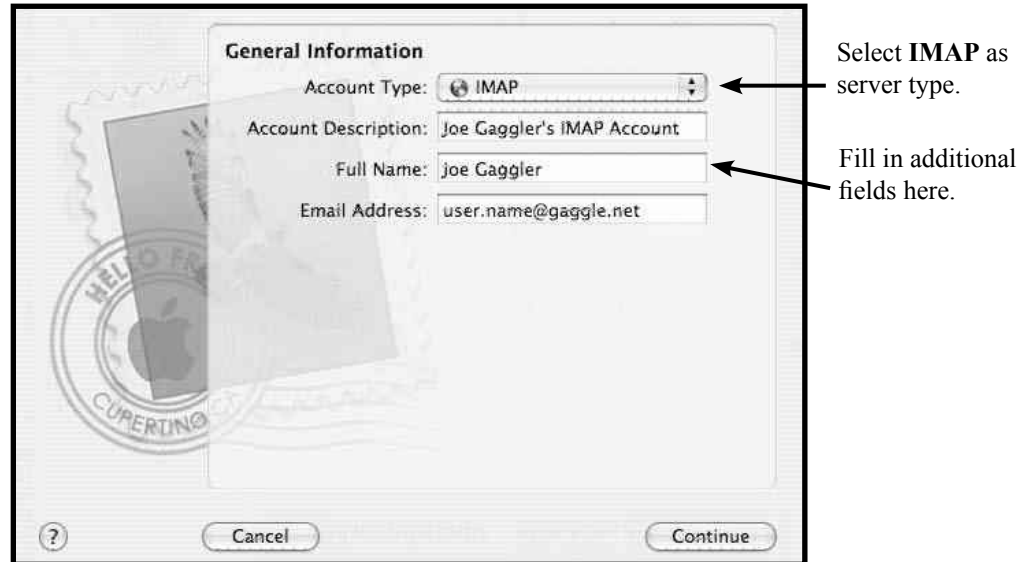
Chapter 2 Administrative Controls

Access Levels

Every account on the Gaggle system is assigned an access level. These access levels impart certain restrictions or privileges to the account holder. Gaggle's access levels are a hierarchy, so administrative users can edit settings, reset passwords, and read email of any users at a level below their own.

The most common account types are School Master, Enhanced School Teacher, School Teacher, and Student. A school can have more than one account assigned to each of the access levels.

Below is a detailed description of each access level.

District Master-This access level is the highest in a district and enables the user to control multiple schools. They can allocate their subscription accounts to schools, create users, edit school and user settings, reset passwords, monitor mail, etc. Only a Gaggle representative can create the first user in a district with this access level. Please contact Gaggle Customer Service if an account at this level is needed.

District Administrator-This access level has the same privileges as the District Master but can be edited by the District Master. A District Administrator account can be limited to accessing only a specific subset of schools using the Group List feature. (For more details, see the chapter on District Controls)

School Master-This access level is the highest in a school and is appropriate for the principal, school technology coordinator, or the teacher who initiated the Gaggle service at a particular school. It allows users to set the options for the school, create accounts, monitor mail, and control all aspects of the email accounts for its members.

School Administrator-This access level has the same privileges as the School Master but can be edited by the School Master. It is appropriate for an educator who is allowed to edit the school settings and monitor all students. For instance, a principal may give this access to the school technology coordinator or the teacher in charge of the media lab.

Enhanced School Teacher-This access level can access and edit all student accounts in the school but cannot access the School Setup page and blocking rules. This is the recommended level for most teachers, especially at secondary schools where students have multiple teachers.

School Teacher-A School Teacher can only access and edit the accounts of students assigned to them specifically. This access level works best for self-contained classrooms, such as an elementary school.

School Staff-This access level works like a regular email account. School Staff email is not automatically filtered by the system, however, it can be if an administrator is assigned to the accounts. School Administrators and above can access and edit Staff accounts. This level is ideal for teacher's aides and office personnel.

College Student-This level works like the School Staff level. If an administrator is assigned, the regular student filters will apply. Unlike regular student accounts, this level has the option to forward their mail to another address and use the auto reply feature.

Student-This is the most recommended access level and is the most open as it allows the student to communicate with any address on the internet. It is also the most flexible because it is the only level governed by the Blocked Address list. The Blocked Address List can be set to allow or deny specific addresses or domains.

Chapter 2 Administrative Controls

All incoming and outgoing messages are filtered by the Blocked Address List, the Blocked Text List, Blocked Attachment Types, and the Anti-Pornography Scanner.

Send to Gaggle Users-This access level can only communicate with other Gaggle accounts, including those that use a custom domain name. Keep in mind that there is no global Gaggle directory, so students would have to know someone's Gaggle address in order to communicate outside of their school or district. Messages to or from non-Gaggle addresses are diverted to the assigned administrator. All messages also pass through Gaggle's other filters.

Send to District Users--This access level can only communicate with other Gaggle accounts within the same district. Messages that are not to or from district Gaggle addresses are diverted to the assigned administrator. All messages also pass through Gaggle's other filters.

Send to School Users- This access level can only communicate with other Gaggle accounts within the same school. Messages that are not to or from school Gaggle addresses are diverted to the assigned administrator. All messages also pass through Gaggle's other filters.

Send to Class Only - This access level can only communicate with other Gaggle accounts that are assigned to the same administrator. Messages that are to or from anyone else are diverted to the assigned administrator. All messages pass through Gaggle's other filters. This level is not recommended for secondary schools since students have multiple teachers but only one assigned administrator.

Send to Admin Only -This access level can only send to Educators' Gaggle accounts in the same school. Messages to or from anyone else are diverted to the assigned administrator. All messages pass through Gaggle's other filters. This is the preferred level to use when restricting a student's Gaggle access as a disciplinary tool.

Read Only- This access level can read mail but not send any mail. Any mail sent will be diverted to the assigned administrator. Incoming mail will pass through Gaggle's other filters.

Suspended- These users cannot access the Gaggle system. Incoming messages are still received and stored in the Inbox after passing through Gaggle's other filters.

Reserved- These users cannot access the Gaggle system, but the account is reserved. Old mail is kept on the system, but new mail is rejected and bounced back to the sender as undeliverable. This level is commonly used during extended school breaks and summer vacation when administrators may not be monitoring blocked messages.

Passwords

Every account on the Gaggle system has a password. Users should keep their passwords private. Users can change their passwords at any time by clicking the **My Account** link, entering and then retyping the new password, and clicking the **Save** button. Users will not be able to see the current password, but they can change the password to something new. This prevents a rogue user from hijacking a person's account. Even School Masters and School Administrators cannot see a person's password. The School Master or School Administrator can choose to change a user's password, but they will not be able to see the current password.

Gaggle is only secure if all passwords are kept private!

We suggest users change their password frequently and choose passwords that are not obvious. Good passwords combine a familiar word and a sequence of random numbers and letters. For example, "dog78b," or "m7target." Strong passwords are especially important for School Teacher level users and above. If students gains access to an educator's password, they can log in to that account and cause all kinds of malicious mischief. The passwords for School Teacher level users and above are required to have at least six characters, two of which must be numbers.

Forgotten Passwords

If a user has forgotten his or her password, it will need to be reset. Any user from the school or district with a higher access level than the other user can reset a password. Higher level users cannot see the existing password, but they can create a new password for the user. To reset a password, select his or her name from the User List screen of the school's account by double clicking on the name. On the User Data screen, enter a password in both the New Password and Reytpe Password fields and then click the **Save** button.

We also provide a reset password link on the homepage. Users can click on it and enter their username to be assigned a new password. For students the new password will be sent to the student's teacher. For teacher access and above the password will be sent to the outside email address assigned to the account.

If users cannot find someone to reset their passwords, they should call Gaggle at (800) 288-7750 or email at admin@gaggle.net and explain the situation to our customer service staff. If we can verify the teacher's identity, we can reset the password. Gaggle will never provide or reset a password for any student users. Students asking for password assistance are directed to contact their teacher or school administrator.

School Setup Page and Default Levels

The School Setup page allows teachers to establish various features and default settings for the school. Only users with the School Administrator level or higher can access this screen. To access the School Setup page, click on the **Jump To menu**, scroll over **School Admin**, and select **School Setup** from the drop down menu.

The items on the School Setup page determine the default settings for the school and its student users. The default settings allow teachers to quickly set and change various aspects of the school's Gaggle service. New student accounts will be created with all settings at default unless otherwise selected, so the School Setup page will apply to the majority of students. Each setting can also be overridden for a specific student should the need arise.

For example, the Default Access level determines the access level for all user accounts that are set to Default. When a school first begins using the Gaggle service, the teachers may want to set the Default Access level as **Send to School Only**. As new users' accounts are created and set to Default Access, the users will automatically be restricted to the level **Send to School Only**. When the teachers feel more confident with the student activity, they can change all of the users by simply resetting the Default Access level on the School Setup page.

The School Setup page also allows for a Default Administrator. The Default Administrator will receive any blocked messages in the case a student account is not assigned to a specific administrator. Using the Default Administrator is an easy way to reassign responsibility for all the accounts in a school.

Below is a list of the items that can be modified from the School Setup page:

Basic Tab

Default Administrator	Determines which educator will receive blocked messages in the case a student account is not assigned to a specific administrator. It is important that someone is selected. Do not leave this field blank.
Default Attachments	This feature determines the students' ability to send and receive attachments. If attachments are allowed, specific file types can be restricted using the Blocked Attachments described later in this chapter.
Default Access	Determines the access level for all user accounts set to default.
Time Zone	The local time which is displayed on all date fields for users from the school received messages, sent messages, login dates, etc. will all reflect the local time zone.

Chapter 2 Administrative Controls

Advanced Tab

Default Message Board Access Determines which message board access applies to users not set to a specific level.

Default Chat Room Access Determines which chat room access applies to users not set to a specific level.

Default Calendar Access Determines the Calendar access for users not set to a specific level.

Default Digital Locker Access Determines the Digital Locker capability for users not set to a specific level.

Digital Locker Filter Determines whether locker files will be processed with notifications or processed as blocked files when caught by Gaggle's filters.

Email Display Name to Outsiders Determines what part of a user's name the recipients will see in the "From" field in an email

Outbound Mail User Identification Determines what information will be displayed in the identification tag at the bottom of each email. (Example: This email was sent by a student at North Middle School in Northwood School District.)

Default Max Sent Messages Per Day Determines the maximum number of email messages each user can send per day.

Default Spam Level Determines the level of personal spam filtering for all users.

Directory Access Determines which users are displayed in the Directory.

Language Translation Determines if Language Translation is turned on or off for users.

Compose Messages as HTML Determines if the HTML toolbar is turned on or off for users.

Enable Audio Feedback Determines if the Auditory Feedback System is turned on or off for users.

Audio Voice Sets the default voice for the Auditory Feedback System.

Image Filter Sensitivity Determines the sensitivity level of the Anti Pornography Scanner.

Passwords Changeable Determines which access levels will be allowed to change their own passwords.

Usernames Changeable Determines which access levels will be allowed to change their own usernames.

Add Users Determines which access levels will be allowed to add new users to the school.

Remove Filtering Between Student and Teacher Email Determines if mail between students and teachers will be filtered.

Flagged Mail Handling Determines if messages caught by the filters will be blocked or just generate a notification that is sent to the student's administrator.

Alert Students to Blocked/Flagged mail Determines if students are notified when their messages are blocked

Chapter 2 Administrative Controls

Basic Settings Tab   Advanced Tab   More Settings

Other Functions

The **More Settings** button at the top of the School Setup page provides additional school related functions such as Add User, View Userlist, Blocking Rules, Usage Reports, Portal Links, School Profile, and Speed test.

Chapter 2 Administrative Controls

Adding Users

One of the first things a school will want to do when they start using Gaggle is to create accounts for the students and teachers at the school. These accounts can be added using Gaggle's web-based tools.
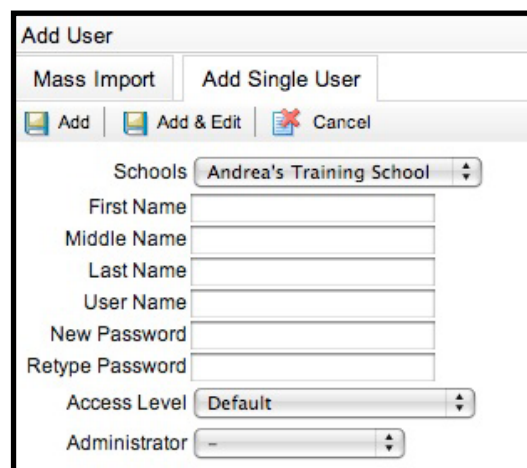
Adding new accounts is easy to do. There are three ways to add new users to a school. The first method is adding a single user by clicking on the **Jump To** menu, scroll over **School Admin**, and select the **Add User** link. New user accounts can be added to a school one at a time using this form. The second way to add users is via a Mass Import. This allows teachers to create multiple user accounts at once. The third method is via the user key option. This allows users to enter their own information to create an account

Add Single User
1. Enter the first, middle (optional) and last name of the user into the corresponding name fields.

2. Enter a user name for the person. This will be the first part of the person's email address and can be up to 30 characters long. For instance, a student named John Moe might be given the username "johnm" or "jmoe." The full email address would be johnm@gaggle.net.

   User names must be unique in the system. If another person on the Gaggle system already has the user name "johnm," a message will pop up saying "User name failed to be added. Username already exists in this domain." If this occurs, a new user name will have to be chosen. Usernames cannot contain spaces or special characters except periods (.), dashes (-), and underscores (_).

3. Enter a password for the user. Choose any combination of letters and numbers. Enter the password again in the Retype Password field. Although there are no requirements for student passwords, do not choose an obvious password such as the student's name or graduation year. Passwords for users at the School Teacher level and higher must be at least 6 characters long and contain a minimum of 2 digits.

4. Choose an access level for the account. Generally, teachers will want to set their students to the Default access level. The Default access level will apply the access setting from the School Setup page.

6. Choose an Administrator for the account. This is usually for student accounts only. The Administrator will be responsible for monitoring the student's email. Blocked Messages will be rerouted to this Administrator for review.

7. Click on the **Add** button to save the information and apply all the default settings from the School Setup Page or click on the **Add & Edit** button to access the new account's information and choose specific settings.

8. If **Add & Edit** were selected, enter the ID number for the student or staff member and the graduation year for students and click on the **Save** button in the upper left hand corner. These two fields are optional, but will help in deleting old accounts and rearranging the existing accounts from year to year.

9. Click on the **Advanced** tab to choose any specific settings to override the defaults on the School Setup page.

10. Check the Force Password Change box for users to be prompted to change their password the first time they login. This step is optional.

11. Click the **Save** button.

Mass Import

The Mass Import tab is the second method for adding accounts to a school. The Mass Import method allows teachers to add multiple accounts at one time. If the new user data is in the correct text format with each item separated by a "|" (pipe character), hundreds of new users can be imported with a single click of a button.

This method works well if teachers already have access to a database of their students. The student names can be exported from the database in comma delineated format and then the commas can be replaced with the "|" character. This will create a text list of the students which can then be pasted into the import field.

A Student Setup program can be downloaded from the Gaggle website which can create the import data. The Student Setup program will take any list of students and create the formatted text needed for importing users. The Student Setup program and instructions can be downloaded from: http://gaggle.net/system_help/help_index.html.

The following steps explain how to use the Import Users form:

1. Click on the **Mass Import Tab** on the **Add User** link.

2. In the Import List, type a user name for the person. (Remember the user name and domain name combination must be unique in the system with no spaces or punctuation characters.) Type the "|" character after the user name. This character is created by holding down the shift key and pressing the back slash key. The back slash key is located under the backspace key on Windows computers and under the Delete key on Macintosh computers.

3. Type the first and last name of the user followed by the "|" character.

4. Type any password for the user followed by the "|" character.

5. In the same manner, enter an outside email address, notes, student ID, graduation year, administrator's

Chapter 2 Administrative Controls

Gaggle ID, and forwarding email address for the user if desired. This information is optional and not required for set up. Each item should be followed by the "|" character. Your data should look similar to this:

joe.s|Joe Somebody|Opensesame1|joe@yahoo.com|notes about joe|78239027|mr_somebody@WAISD.k12.tx.us

Mass Import Tab

Default Settings
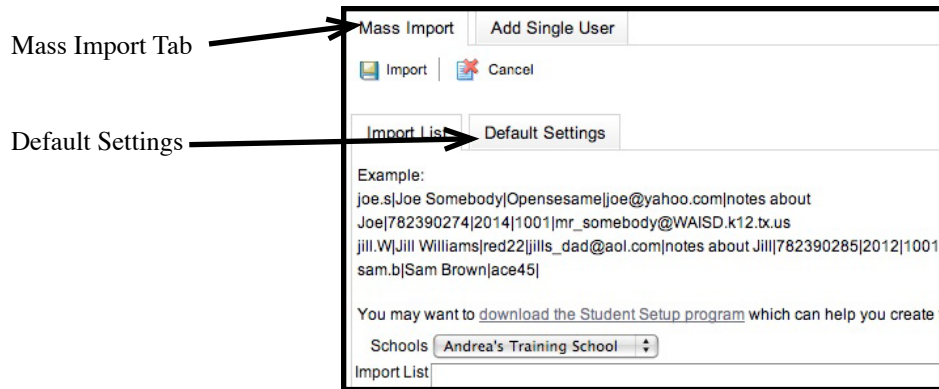
6. Press the Enter or Return key on your keyboard to move to the next line and type the next user's data, repeating steps 2-5. (Data from another source such as a text document or a spreadsheet can be pasted here.) If teachers are typing this information directly into the Import List, copy and paste the data into a word processor program. This will make it easier to modify the user names for duplicates and also allow teachers to retain a list of user names and passwords for their records.

7. Select the **Default Settings** tab. (It is recommended that access levels, administrators, etc. be selected before importing students.)

8. Choose an Administrator for these user accounts from the drop down menu. This can be changed later if desired.

9. Choose an Access Level if it is different from the Default setting for the school.

10. Check the Force Password Change box, if so desired.

11. Change any of the other listed setings if desired.

12. Click the **Import** button. The results of the action will be shown in the display box. The message "user name johnm added" will be displayed for all new users that were imported. Confirm all users were added correctly.

13. Occasionally, a user name will already exist in the system. An error message such as "johnm failed to be added. User name already exists in this domain" will be displayed. The user name and domain name combination must be unique within Gaggle. In this case, choose a new user name for these users and re-import them.
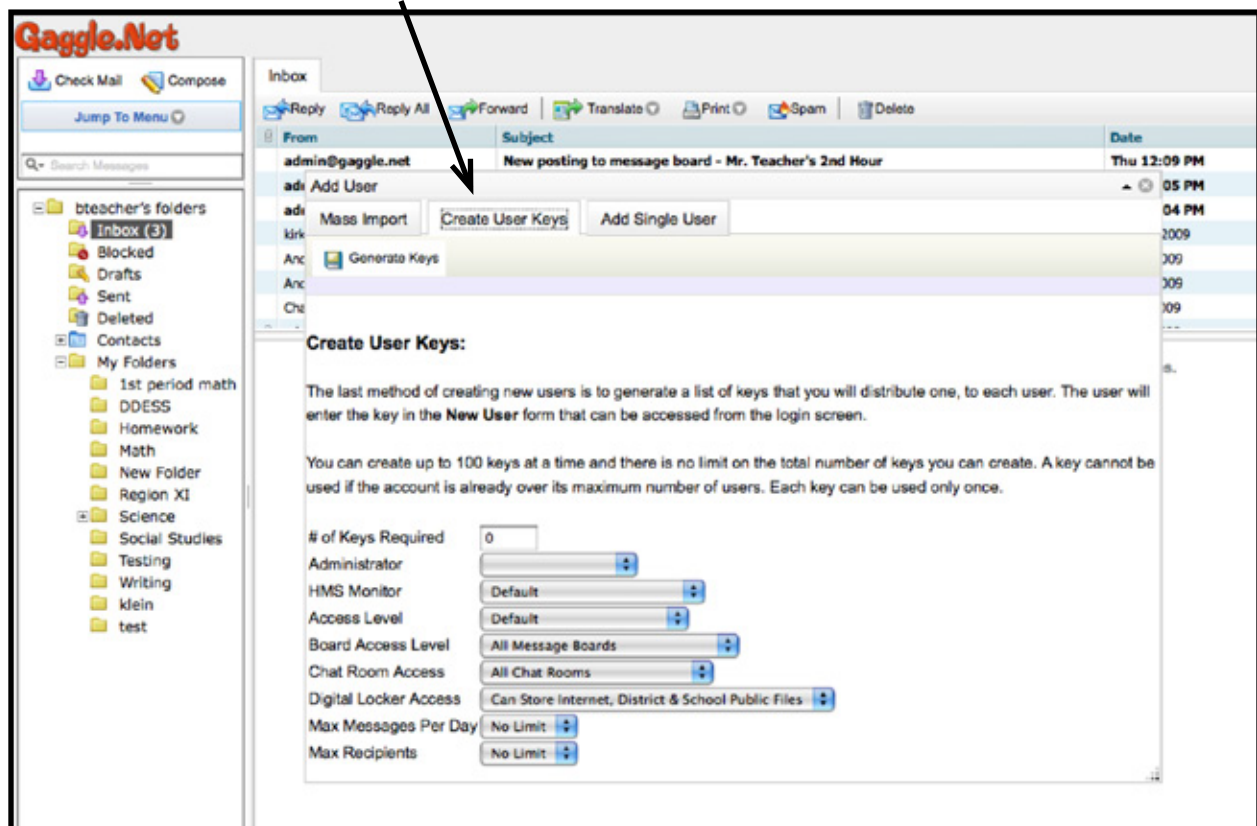
Create User Keys

The third way to create accounts is the User Key method. User Keys are sign up codes that can be passed out to the students. These codes allow the students to log into Gaggle and enter their own data. The students pick their own user name and password and enter their own full name.

We suggest reviewing the User List after the students sign up. Make sure the students entered their real full names and did not choose inappropriate user names. If the students entered invalid information, teachers can delete their accounts or change the information themselves.

Create User Keys

1. Click on the **Jump To** menu, scroll over **School Admin**, and select the **Add User** link. Click on the **Create User Keys** tab.

2. Enter the number of user keys to create. Up to 100 keys may be created at a time.

3. Assign an Administrator for the accounts from the drop down menu. When creating user keys for teachers, leave the administrator box blank.

4. Change any of the following access levels if different from the school's default settings.

5. Click the **Generate Keys** button.

6. A new page with a list of User Keys will appear.

7. Highlight the list of keys and copy it into a word processor program. Print two copies of the list. Cut one list of User Keys into strips of paper to pass out to the students. As teachers pass out the strips, write down each student's name next to the code on the other paper copy of the User Keys.

8. Instruct the students to go to the Gaggle website at http://www.gaggle.net and click the link for **New User Key**.

9. On the Create Email Account page, the student should enter the User Key which they received and fill in the Username, Full Name, Password, and Verify Password fields. Then click **Register**.
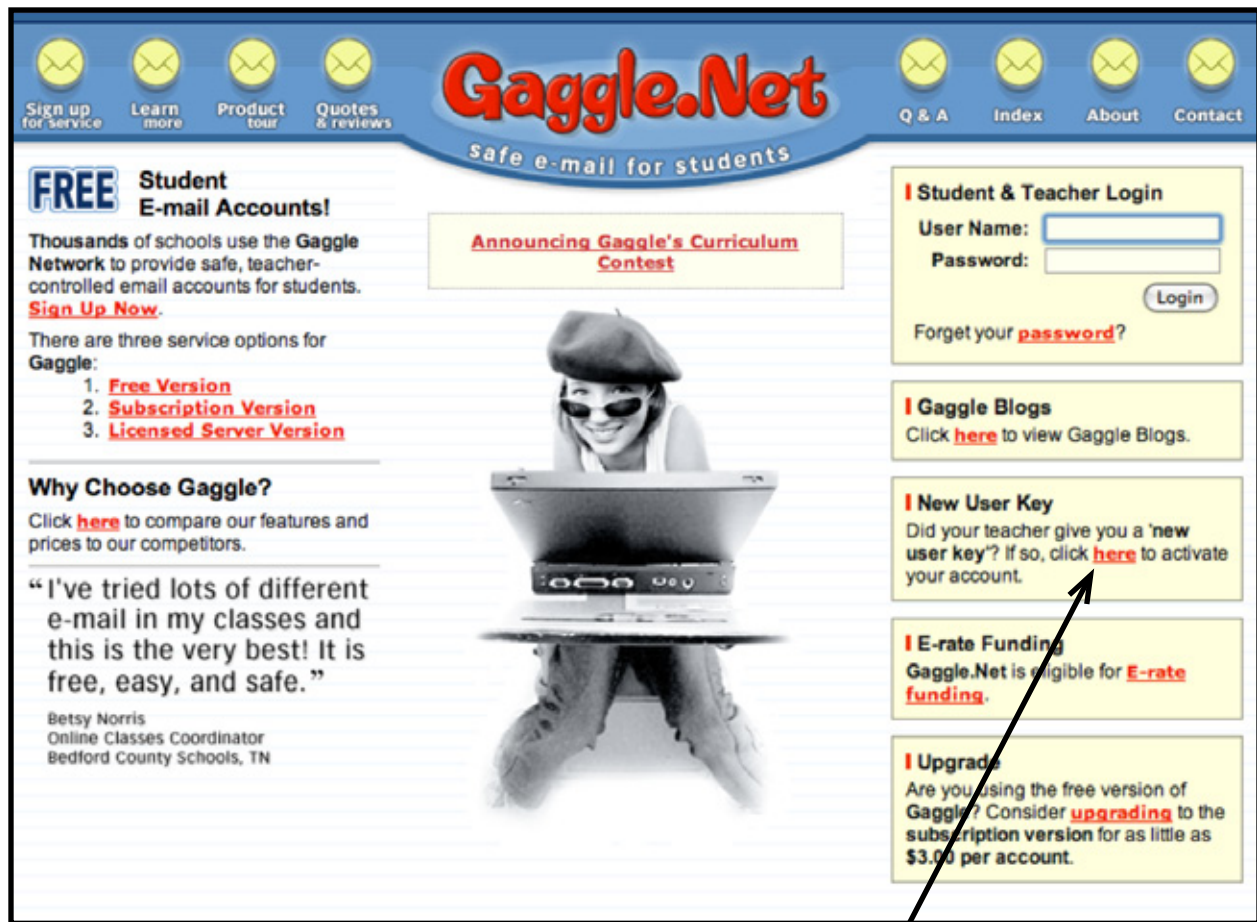
Click **Here** to sign up
with a key code.

Reviewing Student Activity

The Gaggle System is designed to allow Educators to easily monitor student email for inappropriate use. Educators have the ability to review all student messages, including sent, received, and deleted. The following steps explain how to review student email.

Chapter 2 Administrative Controls

1. Click on the **Jump To** menu, scroll over the **School Admin** menu, and select **User List**.

2. A new tab will appear listing all of the members in the school using Gaggle. Locate the name of a student. Use the **View** button to sort alphabetically or by other subsets to assist in finding the desired student. Specific groups of users can also be found here. Educators can also search by graduation year, user groups, or by administrator. Right click on the name to open mail folders, search the selected user's mail, send an email to that user, add the name to the contacts folder, or delete the user. Double click on the name to view the student's account information in a new tab.

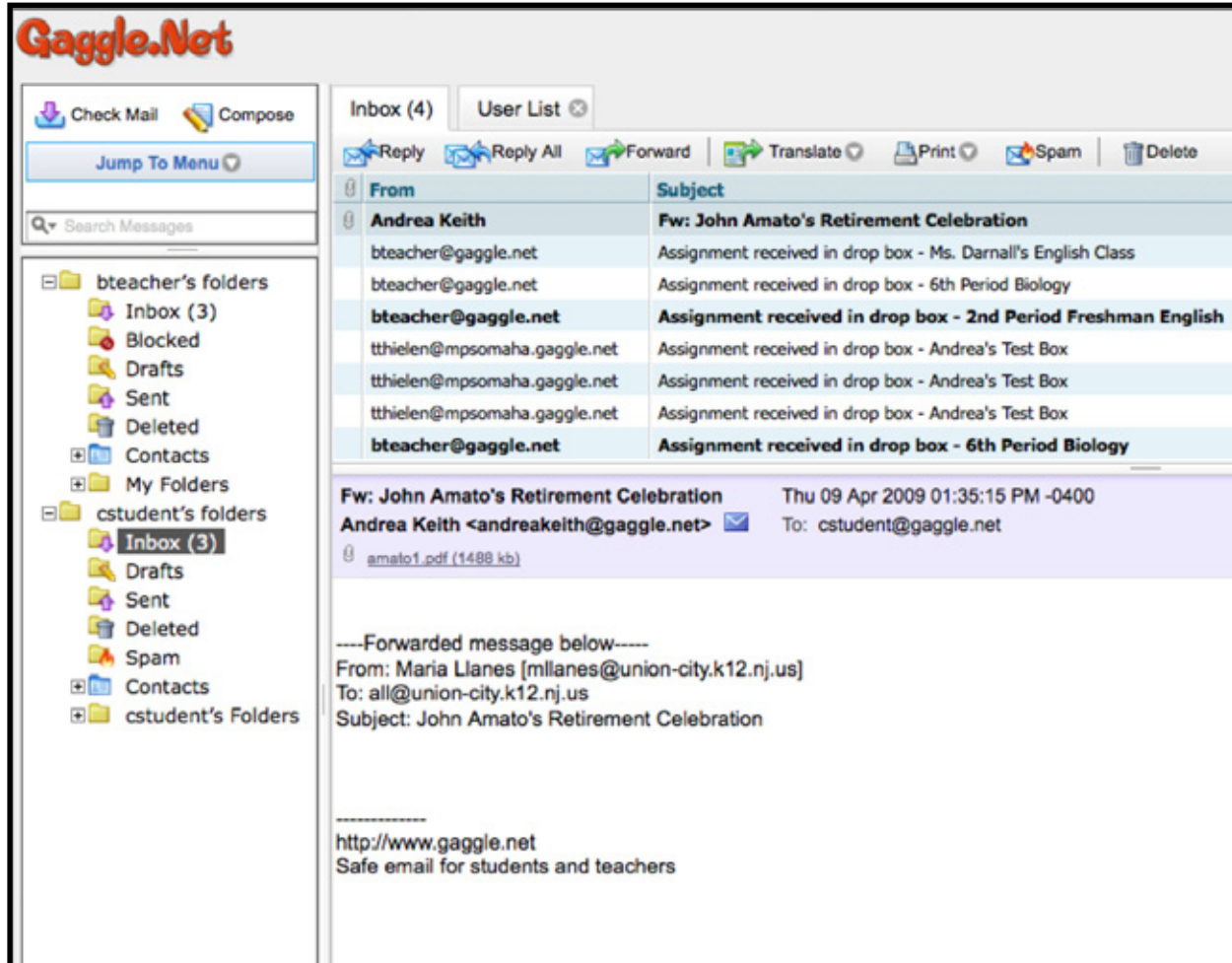Click View to sort by letter or subset

3. The student's folders will display on the left side of the screen. Click on any folder and the messages will display in the first tab (instead of your own). Click any message to view it in the reading pane.

Chapter 2 Administrative Controls

Make Changes to a User's Account

Most educators have the ability to change the options and settings for users with an access level below their own. Users at the School Teacher access level can only make changes to any student account for which they are listed as the administrator. The username, full name, and password can be changed, as well as many of the user's basic and advanced feature settings.

To Change a User's Account

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **User List**.

2. A new tab will open, listing all of the members of the school. Locate the name of the user and double click on the username to make changes to the account.

3. A new tab will open listing all of the account options and settings for that user. Make the desired changes and click the **Save** button.

4. By clicking the drop down box on the **More Settings** button, an educator can view the student's locker files, blog, and profile pages. Select the Signature tab to view the student's signature.

Assign an Administrator   Advanced Tab   More Settings

Chapter 2 Administrative Controls

Moving an Individual User

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **User List**.

2. Click on the user's full name from the User List.

3. Click on the **Move to New School** tab displayed in the lower middle part of the screen.

4. Select the new school name from the Destination School drop down menu and type, 'Yes' in the field above the **Move** button.

5. Click the **Move** button.
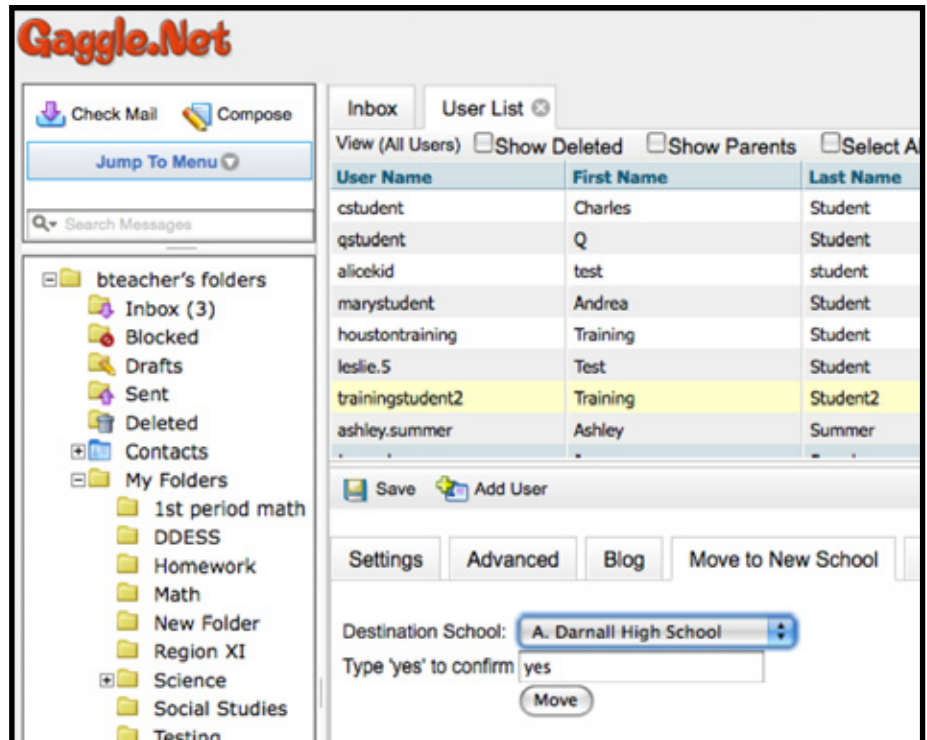
Deleting an Individual User

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **User List**.

2. Right click on the user's full name from the User List.

3. Select **Delete User**.

4. Click **Ok** in the pop up box that asks "Do you really want to delete the selected users?"
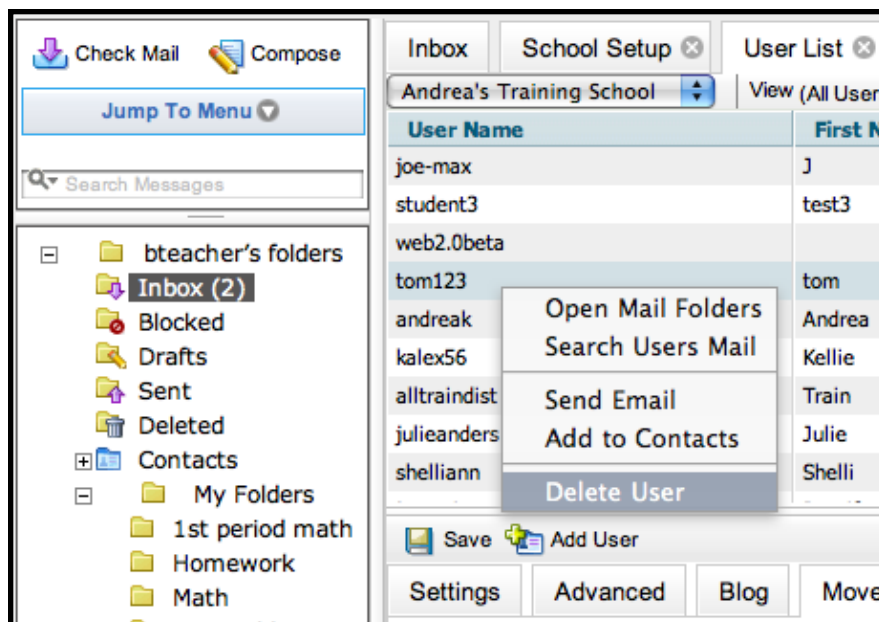
Chapter 2 Administrative Controls

Assigning Teachers to Student Accounts

In general, schools will want to have the students' email accounts monitored by their teachers. The teachers are most likely to know what the students are working on and if the messages are appropriate. This also prevents one person from being responsible for monitoring all of the student email messages.

Any School Teacher access or higher can be assigned to monitor any or all of the student accounts. If this option is left blank, the Default Administrator, which is set on the School Setup page, will receive all of the blocked messages.

The administrator who is assigned to each student account will receive all blocked messages and notifcations for that account. Messages that are blocked are rerouted to the administrator's account for review. The administrator can then review the message and determine what action should be taken. The administrator can delete the message, allow the message to be sent (Unblock), or store the message for future reference.

If several teachers need to share responsibility for a set of student accounts, there is an easy solution. Schools can create a virtual teacher account to receive the blocked mail. For example, an account called Grade7 could be created, and that account's password shared among the team of teachers to share or rotate the responsibility
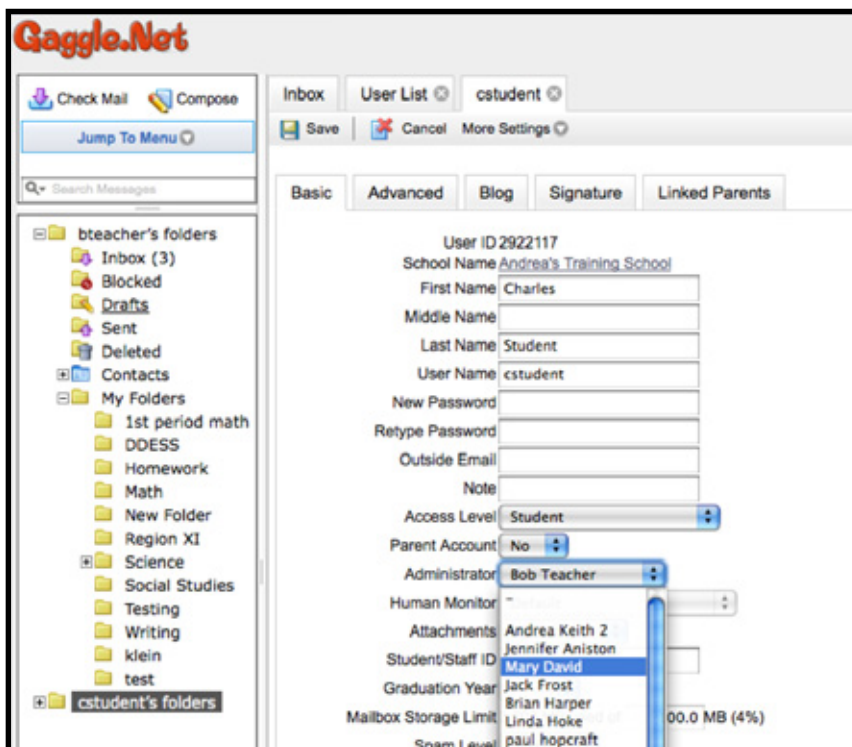
Time Zones

Gaggle allows each school to specify the time zone where it is located. The time stamp displayed on the Gaggle web site will reflect the school's local time zone. This is true for both incoming and outgoing messages, message board posts, last login times, etc.

The time zone is accessible from the School Setup menu and can even be adjusted for Daylight Savings. Schools can choose from one of the predefined time zones or can set their own offset from Greenwich Mean Time.

Chapter 2 Administrative Controls

Max Sent Messages Per Day

The Max Sent messages feature allows schools to decide exactly how many messages each student can send per day. They can choose no limit, or they can limit them to 5, 10, or 25 sent messages.

If students have a message limit, they will be warned each time they send an email. An alert in a red box will indicate how many messages out of their daily total they have used:
>   *You have sent 1 out of 5 messages that you are allowed to send today.*

After they have reached their total, they will receive a warning when they click the Write Mail button:
>   *Warning! You have Exceeded Your Message Limit.*
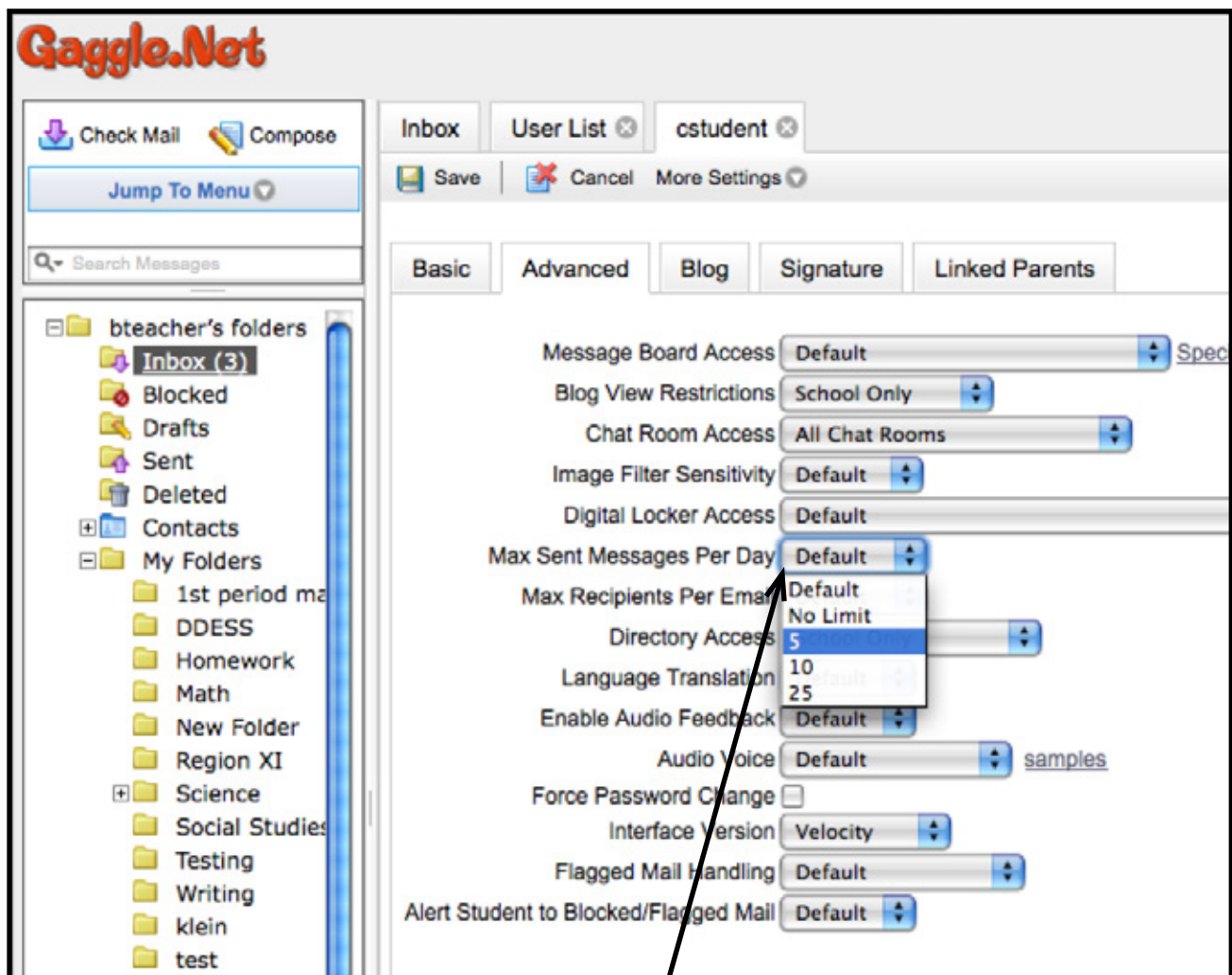
Max Message Limit

Chapter 2 Administrative Controls

Max Recipients Per Email

This feature can prevent a user from mass emailing others in the class, school, district, or elsewhere.

Schools can choose not to limit the students Max Recipients Per Email, or they can limit them to 1, 3, 5, 10, 25, 35, or 50 recipients per email.

If students have a limit on the amount of recipients they can send a message to, an alert in a red box will appear telling them to remove some of the addresses and try sending the message again. An example of an alert message would look like this:

> *You attempted to send this email to 2 recipients, but your account is only allowed to send a message to 1 recipient at a time. Please remove some of the addresses from the to and cc fields and then click the send button.*
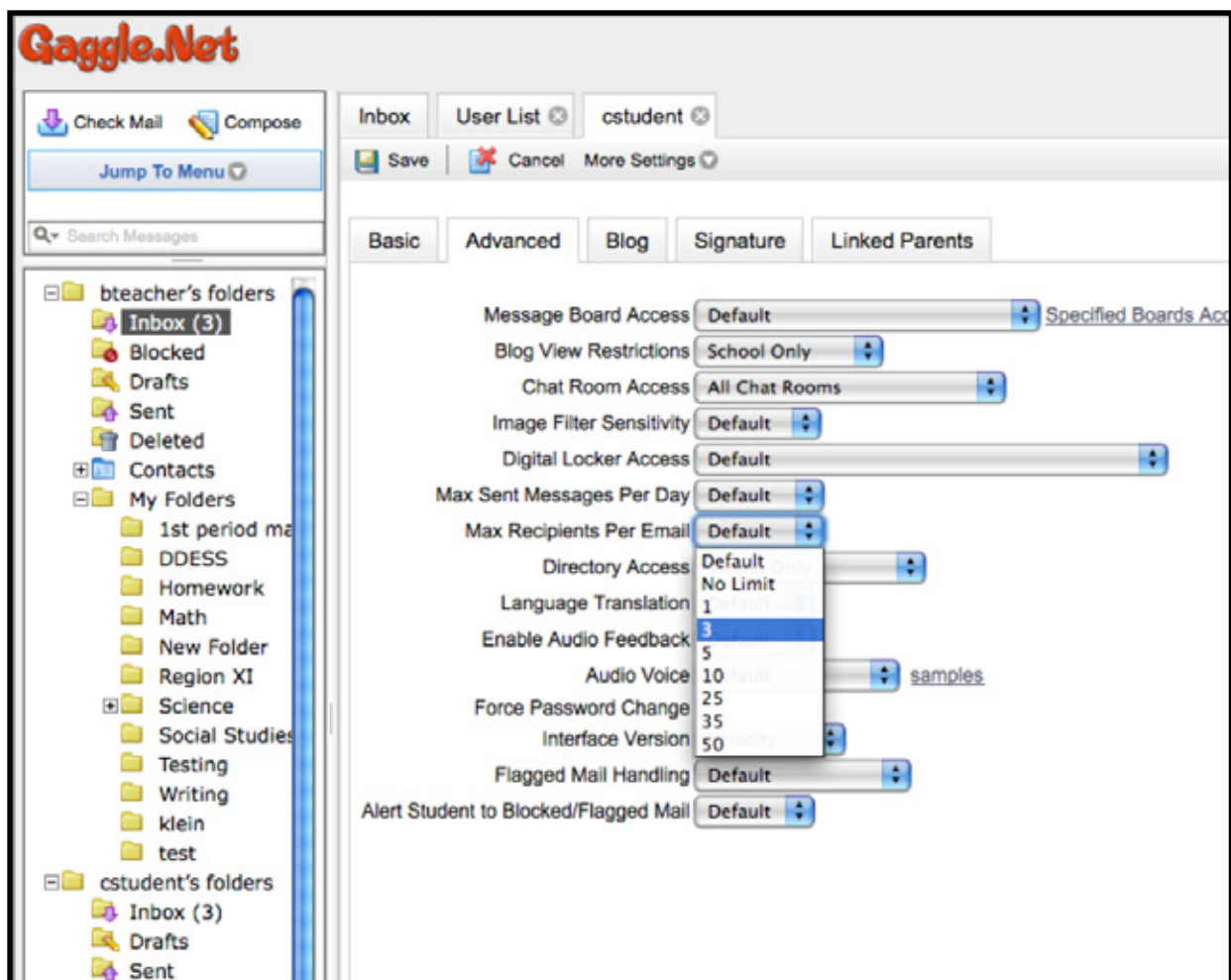
Chapter 2 Administrative Controls

Introduction to Blocked Messages

The Gaggle system automatically monitors the students' email messages with four different systems. One system watches for the use of inappropriate words, one system monitors for pornographic images or links to pornographic web sites, one monitors the messages to make sure the sender or recipient is allowed, and the last one monitors attachment file types.

Messages that are blocked have violated at least one rule and are rerouted to the administrator assigned to the student. Once blocked, the message is no longer accessible to the sending student, nor is it in the Sent folder. The Administrator then decides what to do with the message. The Administrator can choose to delete the message, allow the message to go through, or store the message for future reference. Every educator account has a Blocked folder which we suggest they check regularly.

The list of blocked text, restricted email addresses, and blocked attachment types can be customized for any school's needs. When a message or other activity in Gaggle is blocked, it will be sent to the assigned administrator's Blocked folder or Inbox. The Blocked folder will contain any blocked email messages. The exact reason for the blocking will be displayed in a yellow box on the reading pane, and if a word match triggered the blocking, the offending word will be highlighted in red in the message. The tool bar at the top of the Blocked folder tab includes an option to Unblock the message if it is deemed appropriate. Once a message is unblocked, it will disappear from the Blocked folder, and be delivered to its original recipient. If the senders are Gaggle users, they will also receive a notice that their message was unblocked and it will appear in their Sent folder.
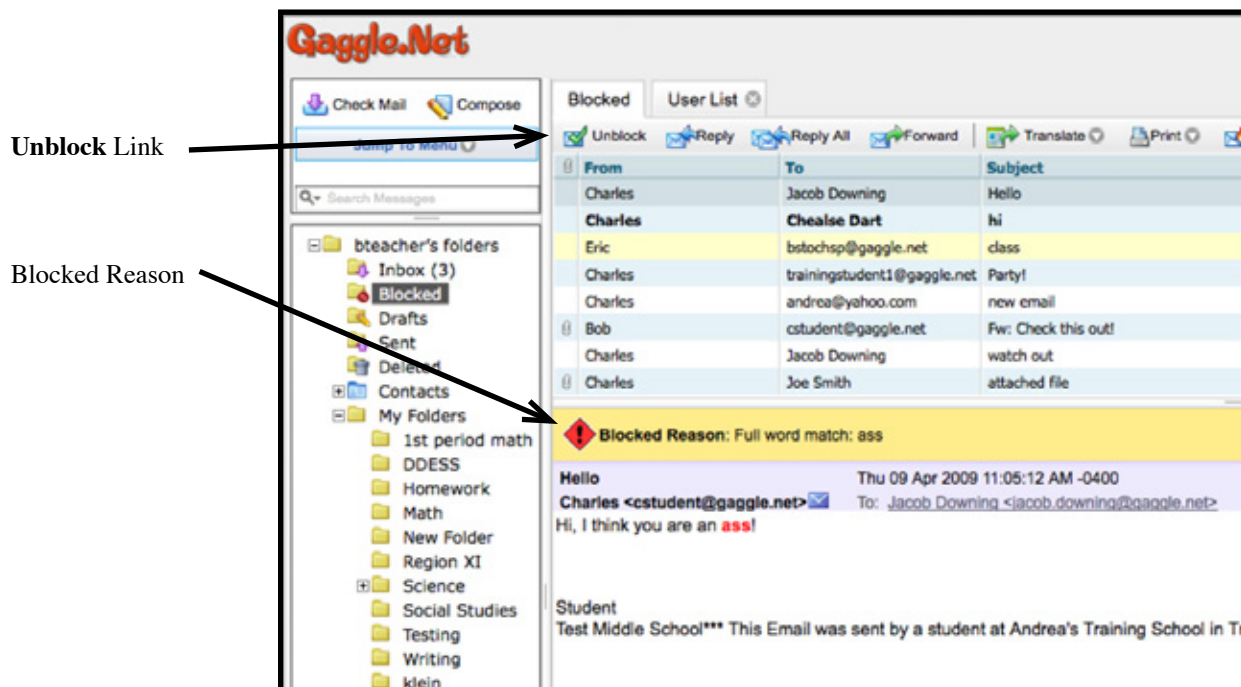
All other activities that cause blocking or notification to an administrator will be received in the administrator's Inbox. This includes blocked Blog entries, Message Board Postings, Chat, Digital Locker uploads, and use of the Translator or Auditory Feedback System with inappropriate language. In all cases, the message received will explain the action attempted and the reason for the blocking.

If the forwarding option is being used, the message received in the teacher's outside email account will include the blocked reason as well as a link to unblock or delete the message from Gaggle.

Chapter 2 Administrative Controls

Blocked Text Filter

This system watches for certain words or phrases that indicate the student may be abusing the email account. There are three levels of pre-populated word lists to choose from. Strict Blocked Text List, Standard Blocked Text List, and Permissive Blocked Text List. Schools also have the option of using no list at all. To determine which list is most appropriate for your school, click on the **More Settings** button located on the School Setup page and select the **Blocking Rules.** On the Blocked Words tab**,** select the list and click on the **View List** link. These lists are updated regularly. Choose the list that fits your situation, then customize by either overriding some of the included words or adding your own to be blocked. All student communication will be compared to the Blocked Text List and your Custom List.

When these words appear in an email message or in an attached document, the message is rerouted to the administrator's Blocked folder before it gets sent or received. The teacher can then review the message and take the appropriate action.

The following steps will explain how to block the word "gun."

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **School Setup**.

2. At the top of the screen, select **More Settings** and click on **Blocking Rules**.

3. Any word or phrase an educator wishes to block or allow can be entered in the Custom word section. When a word is entered, a rule must be created for how the word should be handled. ***The first rule in the list takes precedence.*** Text preceded by the pound sign, "#," is ignored and treated as a comment line.

   Enter the line "(f)gun" in the Custom Word List section. This will prevent students from using the word "gun" in their email. It will not block instances where the word appears as part of a larger word such as in the phrase "gunny sack." The characters "(f)" instruct the system to block the exact full word.

4. Click the **Save** button in the upper left hand corner when finished.

Chapter 2 Administrative Controls

Text Blocking Rules

Blocking specific words or letter combinations
Educators can block specific words or letter combinations using the rule below. This will block only exact instances of an offensive word.

(f)sex – blocks every message where the word "sex" appears.

This rule would not block the word "sextant," but will block the word "sex."

Blocking all instances of a word
Educators can block all instances of a word using the rule below. This will block all derivatives of an offensive word.

Note that there are no spaces before or after the word.

(p)ass – blocks every message which the letters "ass" appear.

This rule will block the word "ass" and "asshole." However, it will also block the word "assignment." and "class"
If there is a legitimate use of the letter combination, it is better to block the exact offensive word using the previous method.

Allow Rules
All of these rules can be changed from blocking a word to allowing a specific word. This comes in handy when you want to block most derivations of a word such as "ass" and still allow specific words like "assignment." Since the first rule in the list take precedence, these rules together block the word "crass" but allow the word "assignment."

(a)assignment – allows the word "assignment" to get through.
(p)ass – blocks every message in which the letters "ass" appear.

Weighted Text Blocking
The final method to monitor email text is by using the weighting method. Questionable words are given a value between 1 and 100. Each instance of the questionable word adds to the overall score of the message. If a student's message receives a score of 100 or higher it gets blocked.

(w35)breast: Gives a score of 35 points to the word "breast."
(w25)sex: Gives a score of 25 points to the word "sex."
(w25)gun: Gives a score of 25 points to the word "gun."
(w20)jokes: Gives a score of 20 points to the word "jokes."

Example#1
"Gun laws are the same for both sexes. Breast cancer is something different." This message would receive a score of 85 points. It would not be blocked.

Example#2
"Hot topics on the internet are guns, sex, breast cancer, and jokes." This message would receive a score of 105 points and would be blocked. 35 points for the word "breast," 25 points each for the words "sex" and "gun" and 20 points for the word "jokes."

Spanish List
Schools can subscribe to the Spanish Blocked Word List by going to the **More Settings** button on the School Setup page and selecting **Blocking Rules**. Select **Yes** from the drop down menu next to *Subscribe to Spanish List.* Click **Save**. To view this list, click the **View List** link.

CyberBully List
The CyberBully List targets communications that may be threatening in nature without using any of the blocked

words. For example, "I'm going to beat you up after school" would be blocked because when the words "beat" and "after school" are used together it signals a problem. Please be aware that the use of this list can result in an increase in false positive blocked messages.

Regular Expressions
A common way students try to work around the blocking rules is to put spaces between the letters of an offensive word. The regular expression rules allow educators to block offensive words regardless of how many spaces are entered between each letter.

(r)a\w*s\w*s – blocks the word "ass" even if spaces are entered between the letters.

Blocking All Messages
If educators would like to review all student email before it is sent or received, there are several methods that can be used. One way is to block all vowels. However, there are easier ways to accomplish this, either through use of the access level Send to Admin Only or by using the Blocked Address Rules.

Blocking the vowels will cause all messages to be rerouted to the administrator's Blocked folder. Replace the rules in the Blocked Text field with the following:

(p)a
(p)e
(p)i
(p)o
(p)u

These rules will block any message that contains a vowel. To be more thorough, consonants can also be added to the list.

Anti-Pornography Scanner

Gaggle's Anti-Pornography Scanner analyzes the content of images and can distinguish between appropriate and inappropriate pictures.   The Anti-Pornography Scanner (APS) has been engineered with total safety in mind. It decompresses and analyzes zip files, inspects embedded images, and scans linked pictures and URL addresses.

The Gaggle APS is based on advanced technology. The APS analyzes graphical content and forms a unique "visual fingerprint" for every email attachment, representing fundamental properties such as color, texture, shape, or composition. These image properties are then translated into numerical scores. Images that exceed a defined threshold are tagged and the messages are blocked. The blocked messages are then rerouted to the teacher's account for review.

Gaggle has extended the APS technology to analyze any URL's that are included in the email message body. This ensures safety for web related activities. Gaggle's Digital Lockers are also filtered. When students upload files to their Digital Locker, they are automatically scanned for pornographic content and are then blocked if deemed inappropriate.

Blocked Address and Domain Filter

Educators can set up the Gaggle accounts to block students from communicating with specific email addresses, domain names, or anyone outside of the school. The School Master or School Administrators can customize these settings for the school.

All inbound and outbound mail is checked to make sure the sender or recipient is allowed to communicate with the student. Blocked messages are rerouted to the administrator's account and appear in the Blocked folder. The teacher has the opportunity to review these messages and decide whether to let them through.

Chapter 2 Administrative Controls

The following instructions explain how to block email from all Hotmail addresses.

1. Click on The **Jump To** menu, scroll over **School Admin**, and click on **School Setup**.

2. Select the **More Settings** button and click on **Blocking Rules**.

3. Click on the **Blocked Domains** tab.

4. From this screen, educators can enter email addresses, domain names, or specific words. When any of these items are entered, a rule must be created for how they should be handled. ***The first rule in the list takes precedence.*** Text preceded by the pound sign, "#" is ignored and treated as a comment line.

   Enter the line "(d) hotmail.com" in the list. This will prevent students from sending mail to Hotmail addresses or receiving mail from anyone at Hotmail. The character "(d)" instructs the system to block all mail to or from this domain name.

5. Click **Save.**

To allow one person at Hotmail to send to the students and block all other Hotmail addresses, two rules must be entered. First, enter a rule to allow the specific address and then enter the rule for blocking the domain.

> (aw)jeff@hotmail.com
> (d)hotmail.com

This set of rules will allow mail from jeff@hotmail.com to go directly to the students, but messages from mike@hotmail.com will be rerouted to the administrator's Blocked folder.

Address Blocking Rules

Blocking or allowing specific email addresses
Educators can block or allow email from specific people using this rule.
(aw)billg@microsoft.com - allows email from Bill Gates
(dw)monica_lewinsky@usa.com - blocks email from Monica Lewinsky

Blocking or allowing specific domain names
Educators can block or allow a specific domain names by using this rule.
(d)aol.com - blocks every message to or from an email address on AOL
(a)yahoo.com - allows messages to or from any Yahoo email address

Blocking or allowing domain extensions such as ".com," ".org," ".edu," or ".net"
Educators can block or allow email from different types of domains.
(r).com$ - blocks messages from all ".com" addresses
(ar).edu$ - allow messages from anyone with ".edu" at the end of their address
(r).$ - blocks all email addresses, even Gaggle accounts

Blocking or allowing a mail box name
A mailbox name is the same as a screen name or username. It is the first part of an email address, or the part before the "@" sign.
(am)billclinton - allows messages from any address that starts with "BillClinton," BillClinton@whitehouse.org will get through as well as BillClinton@aol.com.
(dm)larryflynt - blocks messages from any address that starts with "LarryFlynt," both LarryFlynt@aol.com and LarryFlynt@whitehouse.org will be blocked.

Blocking or allowing words inside an email address
In some instances, educators may want to block any address that contains a combination of letters such as "sex."
(r)sex - blocks email addresses that contain the characters "sex." It will block sex@yahoo.com, sexymama@sry.state.edu, and joe@sextalk.net

Combining Rules
Educators can combine rules to get specific results. ***Remember the first rule in the list takes precedence.***

These two rules together will block all email except messages to or from gaggle.net.
(a)gaggle.net - allows messages to or from any gaggle.net address
(r).$ - blocks all other email addresses

These two rules together will block all email from commercial, ".com" addresses, but still allow email from aol.com.
(a)aol.com - this line allows messages to or from any AOL address
(r).com$ - this line blocks all addresses that end in ".com"

These two rules together will only allow email from john@netscape.com and block all other mail from Netscape.
(aw)john@netscape.com - only allows messages from this specific person
(d)netscape.com - blocks all other messages from Netscape

Blocked Attachment Types

As with the Blocked Text List and Blocked Address List, educators can set up the Gaggle accounts to block certain attachment types. These settings can be customized at the school level.

Anytime a message is sent or received with an attachment, the system will automatically check to make sure the particular attachment type is allowed. Educators have the option to block or strip suspect attachments from emails. By blocking suspect attachments, the blocked messages will be rerouted to the student's administrator for review before they are delivered by the system. These messages would appear in the administrator's Blocked folder. By stripping suspect attachments, the email is still delivered to the receiver, but the offending attachment is removed.

Follow these instructions to block certain attachment types:

1. Click on the **Jump To** menu, scroll over **School Admin**, and click on **School Setup**.
2. Select the **More Settings** button and click on **Blocking Rules**.
3. Click on the **Blocked Attachments** tab.
4. From the Blocked Attachment screen, choose which user access levels to apply the rules to.
5. Choose the attachment action for the system to perform (strip or block).
6. If the rules are to be applied to Digital Locker files, check the box.
7. Enter the file extensions (without the ".") to be blocked on a separate line in the box provided. Some examples may include exe, jpeg, jpg, and scr.
8. Click the **Save** button.
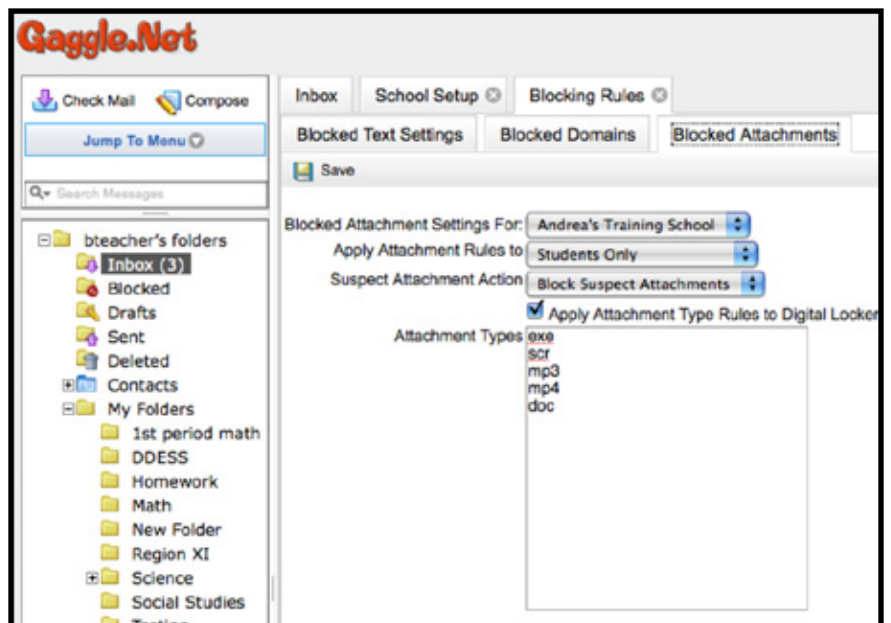
Chapter 2 Administrative Controls

Language Translator

Gaggle's Language Translator makes it easy for students to communicate with other students around the world. The Language Translator can translate bi-directionally from many different languages, including Spanish, French, German, Japanese, and Russian.

The Language Translator can be turned on or off from the School Setup page or for individual users via the User List. When the feature is turned on, the list of languages and a **Translate** button will appear on the Inbox, Compose, Message Board, Homework Dropbox, and Blog screens. After users compose an email in English, they can choose a language from the drop down menu, and click the **Translate** button.

**Translate** Button   List of Languages
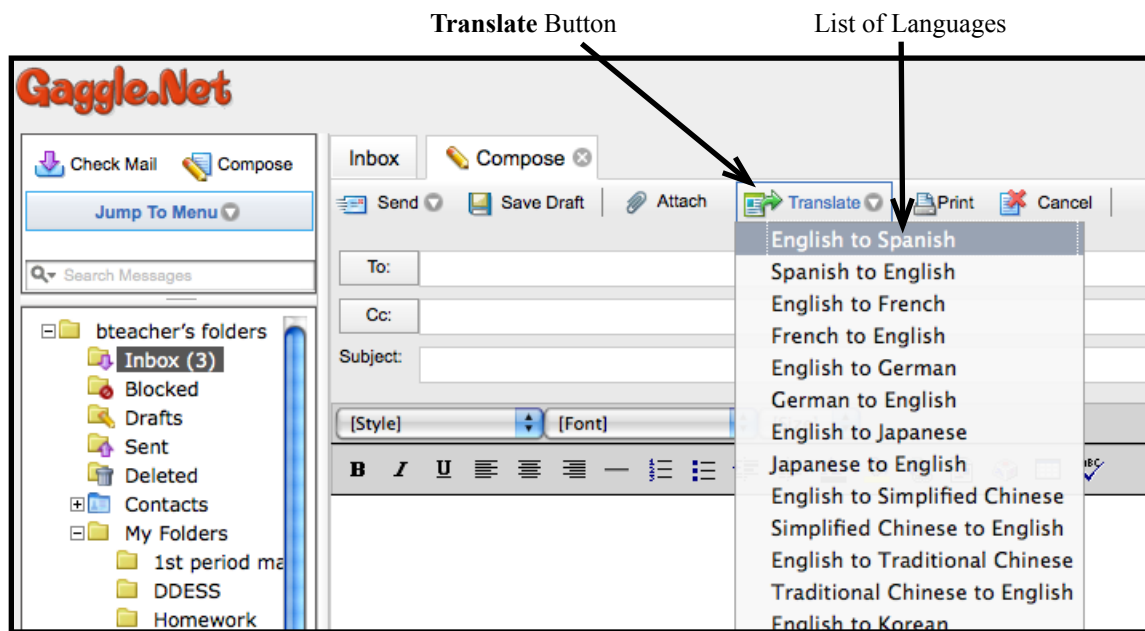
The text in the message box will be converted to the chosen language. After the message is translated, a document with the original English text will be attached to the email. Users can also convert incoming emails to English using the same process. All messages are compared to the school's Blocked Word List for inappropriate content no matter what language is used as soon as the Translate button is clicked. If an inappropriate word is found, the translation is not done, and students see a pop up informing them the offending text has been sent to their administrator. Notices of inappropriate use of the translator will go to the assigned administrator's Inbox.

Auditory Feedback System

Gaggle's Auditory Feedback System (AFS) enables students and teachers to receive audible reinforcement with all outbound and inbound emails, blogs, homework drop box, and message board posts. The Auditory Feedback System provides audible reinforcement for students to enhance their literary success.

The AFS feature can be turned on or off from the School Setup page or for individual users from the User List. When the feature is turned on, a play button will appear on the right side of the screen. This will appear in the reading pane for all message folders, Message Board postings, and Homework Drop Boxes. In Gaggle's blogs, you will see a clickable link that says **Say It** below each blog entry and comment. When this button or link is clicked, the AFS will read the text aloud.

Play button
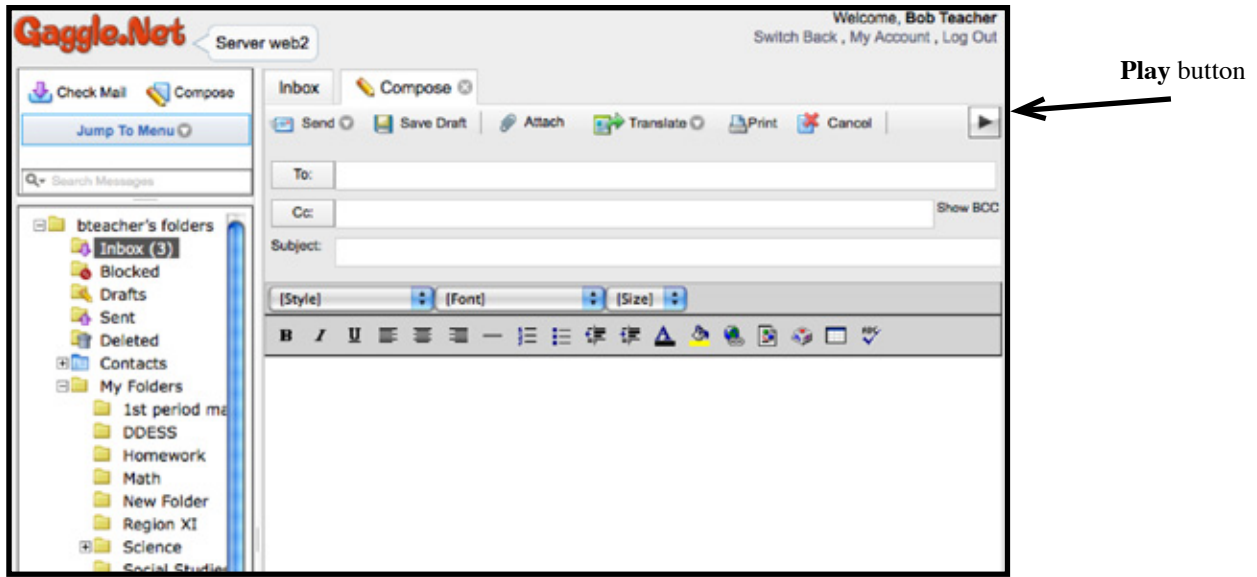
The AFS feature will scan the text in a message and compare it to the school's Blocked Text List before it is read aloud. If students try to activate the AFS on a message with inappropriate text, they will receive a message saying their text has been blocked because of an improper word. A message will then be sent to the student's administrator and the **Play** button or link will be disabled on that page.

Gaggle has provided 5 different voices for reading the text aloud. Samples of these voices can be found on the School Setup page under the Audio Voice option. Gaggle also provides two voices for both Spanish and French. When the AFS is used with the Language Translator, Gaggle will automatically switch to a Spanish or French voice when reading aloud in either of these languages.

Audio Voice Menu
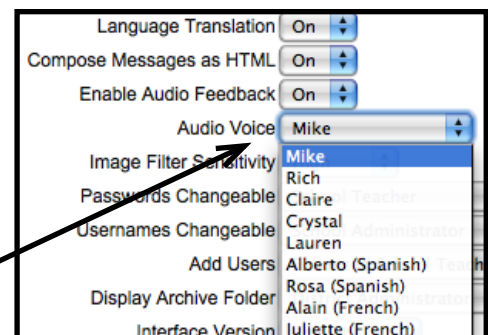
Mass Updating Accounts

The User List screen provides an easy way for educators to make different kinds of mass updates to multiple user accounts in one action.

Mass Changing User Settings
From the User List screen, educators can quickly change the account settings for multiple users.

The following example describes how to update multiple users at the same time.

1. Go to the **Jump To** menu, scroll over **School Admin**, and select the **User List** link.
2. Click the **View** link at the top of the page which contains the subsets of users accounts to be modified, such as All Users, All Students, Sort by Letter, Graduation Year, etc.
3. To select several users from the list, click on a name with the mouse and hold down the control button on the keyboard for each user that needs modified. To select several users in a row, click on a name with the mouse and hold down the shift button on the key board. (The Select All box will select all of the names.)
4. Scroll down to the lower portion of the screen and select the appropriate tab needed to make modifications.

5. Select the features to be altered. Educators can update access levels, administrators, attachment options, graduation years, or any of the advanced feature settings.

Select multiple users with a
Shift+click or Ctrl+click

Select all users
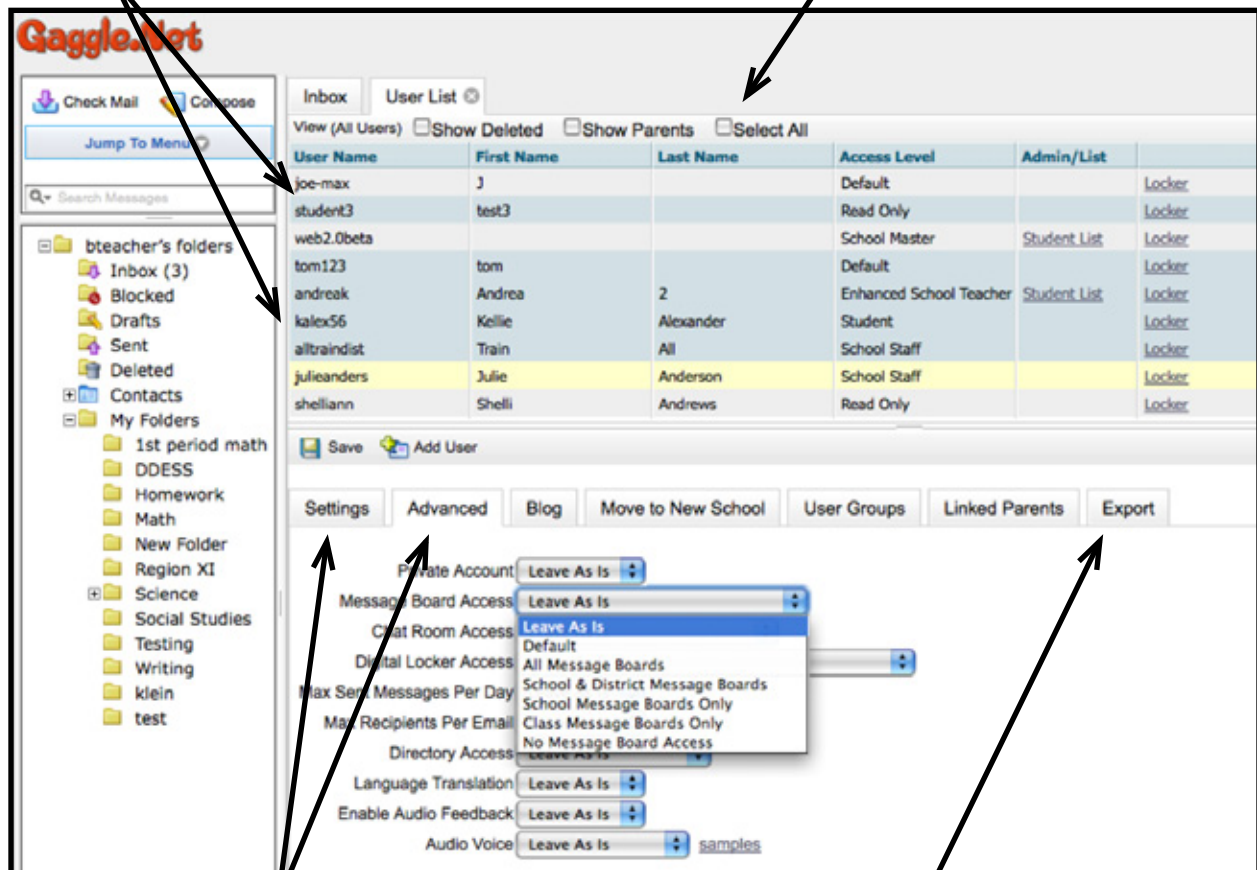
Make changes to selected users in
the Settings and Advanced tabs.

Export User Data

.

6. Click the **Save** button.
7. A confirmation box will pop up in the center of the screen. Click **OK.**

Export User Data
The **Export** tab allows teachers to download a list of the user data for all users in the school. This information will be downloaded in a CSV file format. To export the file, select the **Export** tab at the bottom of the page and follow the instructions to open or save the file. The only information this file will not contain is the users' passwords. because all passwords are encrypted.
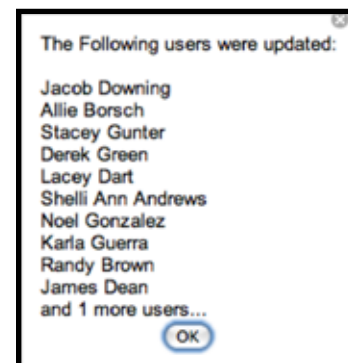
Moving Users to a New School

If a school has been set up as part of a district, educators will have the ability to move students between schools. (If a district would like to have their Gaggle schools combined into a district account, please contact our customer service staff. This is a service available to both free and subscription users.)

Educators can only move users to a new school if their access level is Enhanced School Teacher or higher. The following instructions describe how to move multiple users at the same time.

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **User List**.
2. Click the **View** link at the top of the page which contains the subsets of user accounts to be modified. Such as, All Users, All Students, Sort by Letter, Graduation Year, etc.
3. To select several users from the list, click on a name with the mouse and hold down the control button on the keyboard for each user that needs modified. To select several users in a row, click on a name with the mouse and hold down the shift button on the key board. (The Select All box will select all of the names.)
4. Scroll down to the lower portion of the screen and click on the tab "Move to New School."
5. Select the new school from the Destination School drop down menu, type "Yes" in the text field (this is a safety feature to prevent accidents), and then click the **Move** button.
6. A confirmation box will pop up in the center of the screen. Click **OK**.

## Mass Deleting Users

It is very easy to quickly delete hundreds of users at a time from a school. Be careful when deleting the accounts, because once a user account is deleted, all mail, address books, etc. are move to Deleted status. Gaggle personnel can retrieve deleted users for at least seven days. After this time, the accounts are purged from the system.

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **User List**.
2. Click the **View** link at the top of the page which contains the subsets of users accounts to be modified. For example, All Users, All Students, Sort by Letter, Graduation Year, etc. can be searched.
3. To select several users from the list, click on a name with the mouse and hold down the control button on the keyboard for each user that needs modified. To select several users in a row, click on a name with the mouse and hold down the shift button on the key board. (The Select All box will select all of the names.)
4. Right click in the highlighted areas and select "Delete Users." A pop up box will display asking if you really want to delete the selected users. Click **Yes**.

Right click to delete user
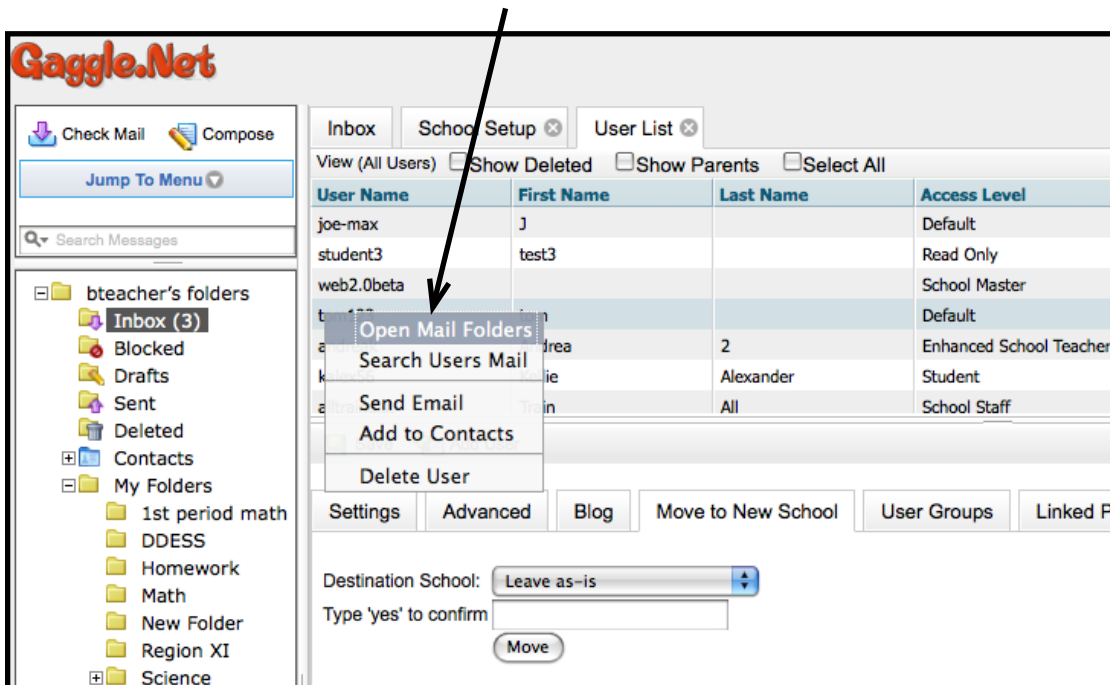
5. A confirmation box will pop up in the center of the screen. Click **OK**.

Editing User Groups

User Groups are sets of users defined by the teaching staff. It provides a way for teachers to organize their users into any groupings they define. The groups can be clubs, sports teams, class periods, committees, etc. User Groups will appear in your Contacts to easily email the entire group. They also are available as a subset of the User List and for creating Specified User Message Boards and Homework Drop Boxes.

Some examples are:
- Basketball Team
- Pep Squad
- Mr. Smith's 5th Period Class
- Student Government
- Math Department Faculty

Chapter 2 Administrative Controls

Creating a New User Group

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **User List**.
2. Scroll to the lower portion of the page and click on the **User Groups** tab.
3. Click on the **New Group** button and name the new User Group. Hit enter on the keyboard when finished.

Adding Individuals to a User Group

1. See steps 1 and 2 above.
2. Click on a name from the user list and drag and drop the name into the selected user group folder. To select several users from the list, click on a name with the mouse and hold down the control button on the keyboard for each user that needs to be moved. To select several users in a row, click on a name with the mouse and hold down the shift button on the key board. (The Select All box will select all of the names.)
3. Click on the "+" next to each folder to view the users selected for that group.

Removing Individuals from a User Group

1. Click on the **Jump To** menu, scroll over **School Admin**, and select **User List**.
2. Scroll to the lower portion of the page and click on the **User Groups** tab.
3. Click on the "+" next to the User Group folder you wish to modify. This will bring up the list of users in the group.
4. Click on the name you wish to delete and click on the **Delete** button. For multiple users, utilize the control and shift keys on the keyboard.

Delete User Group

1. See steps 1 and 2 above.
2. Click on the User Group folder and then click on the **Delete** button.
3. A pop up will ask you if you are sure you want to delete this User Group. This action cannot be undone. Click **OK.** The User Group will then be removed from the list.

Tracking Email through Headers and IP Addresses

All email messages contain a hidden portion called the header. The email header is a record of who sent the message and the servers that were involved with transferring the message across the internet. The header is an important item for tracking down malicious emails.

In addition to the typical email headers, Gaggle also stamps each outgoing message with the IP address that was used to send the email. The IP address is a unique number assigned to each computer on the internet. If a situation arises where an Internet Service Provider (ISP) or the law enforcement authorities need to track down the send of a malicious message, they will request the IP address that was used and the exact Greenwich Mean Time (GMT) the message was sent.

Gaggle makes it easy for teachers to view the email header right from the Inbox screen. Just click on the link for **Compact Header** located in the upper right hand corner of the Reading Pane and click Full Header.

Click here to view header
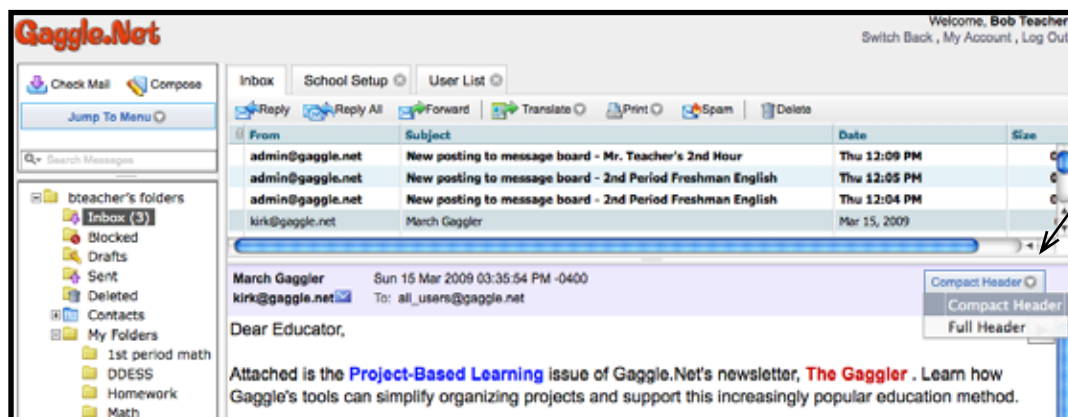
An Email Header for a Message Sent via Gaggle:

```
Full Headers                                                    ▲ ⊗

Return-Path: <bhinds@gaggle.net>
Mime-Version: 1.0
To: all_users@gaggle.net,
 Brian Hinds <bhinds@gaggle.net>
Message-Id: <BF0F37ED-70B9-4DEF-89EA-4DA01EFACBCC@gaggle.net>
Content-Type: multipart/alternative; boundary=Apple-Mail-5-256007207
From: bhinds@gaggle.net
Subject: Visit Gaggle at the IL ICE Conference
Date: Sun, 8 Feb 2009 15:03:51 -0800 (PST)
X-Mailer: Apple Mail (2.753.1)
X-Gaggle-Ref-ID: 92402e6634bdeefff7af8dd8c0b74a4c0523de03fecb1679
```

Most Internet Service Providers will not reveal the source of an IP address without a court order or involvement of law enforcement. We suggest only pursuing these issues when very serious activity has taken place.

Chapter 3 District Controls

Introduction

Districts that have several or all of their schools using the Gaggle service may opt to group their schools together into a district within Gaggle. This district grouping places each individual school group under one district umbrella in Gaggle. This makes it easier to manage and control the Gaggle accounts and drill into each school to modify settings (If you would like to combine your schools into a district, please contact Gaggle's Customer Service. This service is available to both free and subscription users).

District Access Levels

Gaggle offers special access levels for district personnel. These district access levels allow users to manage the settings and accounts at multiple schools. Only users assigned to the access levels below have access to the features described in this chapter.

District Master – This access level enables the user to control multiple schools. Users at this access can create users in each school, change passwords, monitor email, and change blocking rules, and school settings. Only a Gaggle representative can create the first user in a district with the District Master access level. Please contact Gaggle Customer Service if a District Master account is needed.

District Administrator – This access level has the same privileges as the District Master. It enables the user to control multiple schools. They can create users in each school, change passwords, monitor mail, change blocking rules, school settings, etc. A District Administrator can be limited to controlling only a specific subset of schools using the Group List feature (Please see page 60 for more details about the Group List feature). Because the District Administrator is a step below District Master, the master will be able to access the administrator's account, but not vice-versa.

District Controls

The District Controls allow a district to set maximum levels for various Gaggle tools and options. This does not change settings at every school, rather, this creates a ceiling for settings that individual schools cannot override. Using this tool, district personnel can control which access levels can make changes to various school functions, such as the Blocked Word List, Blocked Address List, Chat Rooms, and Message Boards. Choosing settings and applying the District Controls is optional.

To access District Controls, scroll over **District Admin** from the **Jump To** menu and select **District Setup** from the drop-down. Select the appropriate maximum level for each category, and click the **Update** button at the bottom of the screen for the changes to take effect.
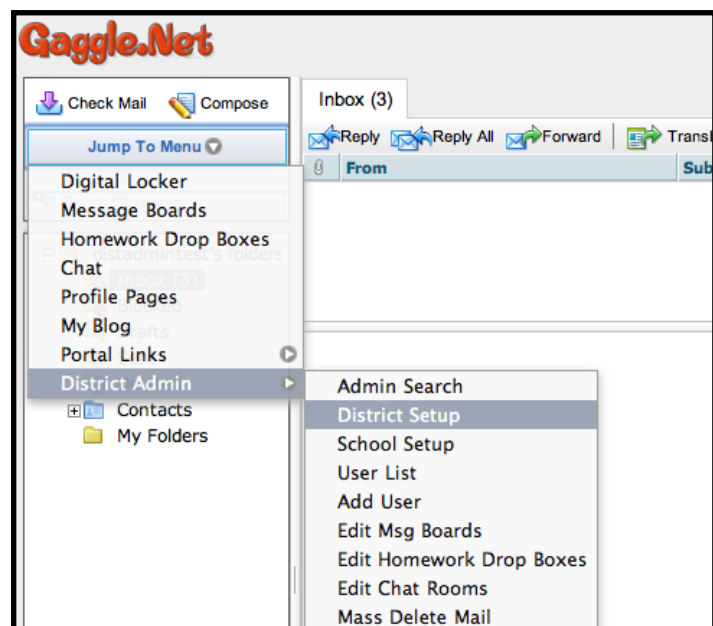
Chapter 3 District Controls

| Settings | Schools | Controls | Usage Reports |

Max Student Access Level	Student
Max Chat Access	School & District Chat Rooms
Minimum Image Filter Sensitivity	High
Max Message Board Access	All Message Boards
Max Digital Locker Access	Can Store Internet, District & School Public Files
Max Directory Access	District Wide
Allow Attachments	Allowed
Compose HTML Messages	On
Audio Feedback	Off
Max Display Name Format	Full Name
Max Outbound Mail User Identification	User Level, District and School Name
Max Sent Messages Per Day	No Limit
Max Recipients	No Limit
Minimum Password Changeable	Reserved
Minimum Username Changeable	School Teacher
Minimum Username Add Level	School Teacher
Minimum School Setup Level	School Administrator
Minimum Display Archive Folder Level	District Administrator

Blog Settings

Blog View Restrictions	No Restrictions
Max Blog Access	General Public
Max Blog Comment Access	None
Max Blog Comment Name	None
Max Blog Comment Email	None

Access Restrictions

Edit Blocked Address List	School Administrator
Edit Blocked Word List	School Administrator
Edit Blocked Attachment Types	School Administrator
Edit Chat Rooms	School Teacher
Edit Message Boards	School Teacher

Set maximum access levels for tools and other options. (See Chapter 2 for detailed information about these options.)

Set maximum blog settings. (see Chapter 8 for more details)

Set maximum Access Restrictions.

Chapter 3 District Controls

The maximum settings on the District Controls prevent School Masters and teachers from overriding the district's policies. District Masters and District Administrators can still access individual school and user settings to open up access to tools if the need arises.

District personnel can also set Access Restrictions to determine who will be able to make changes to various school functions at each school. The following is a list of Access Restrictions that can be set through the District Controls:

Edit Blocked Address List   Determines the minimum access level allowed to make changes to the Blocked Address List.

Edit Blocked Text List   Determines minimum access level allowed to make changes to the Blocked Text List.

Edit Blocked Attachment Types Determines minimum access level allowed to make changes to the Blocked Attachment Types.

Edit Chat Rooms   Determines minimum access level allowed to create chat rooms for the school.

Edit Message Boards   Determines minimum access level allowed to create message boards for the school.

Edit School Profile   Determines minimum access level allowed to make changes to the school's Profile Page.

Edit Allowed Parent Domain Determines minimum access level allowed to make changes to the Allowed Parent Domain list. (Only applies for schools where the parent account option is enabled. See Chapter 9 for more details).

Managing Multiple Schools

Users at the District Master and District Administrator access levels have the ability to manage and make changes to multiple schools within the district. The following instructions explain how a district user can access the schools in the district:

1. Click on the **Jump To** menu, scroll over **District Admin**, and select **District Setup**. Next, click on the Schools tab. This will bring up a list of all the schools located in the district within the Gaggle system.

2. Highlight a school by clicking the school name. Right click to bring up options to Edit Group, view User List, go to Portal Links, or Add New User.

3. Double clicking or right clicking and selecting edit group on a school will open the School Setup page in a new tab.

4. Users can make changes to the school settings using the Basic, Advanced, and Blog Settings tabs. To access Blocking Rules, Usage Reports, and other features, use the More Settings menu at the top of the School Setup page. (For additional information on the functionalities of the School Setup page and managing an individual school, please refer to Chapter 2.)
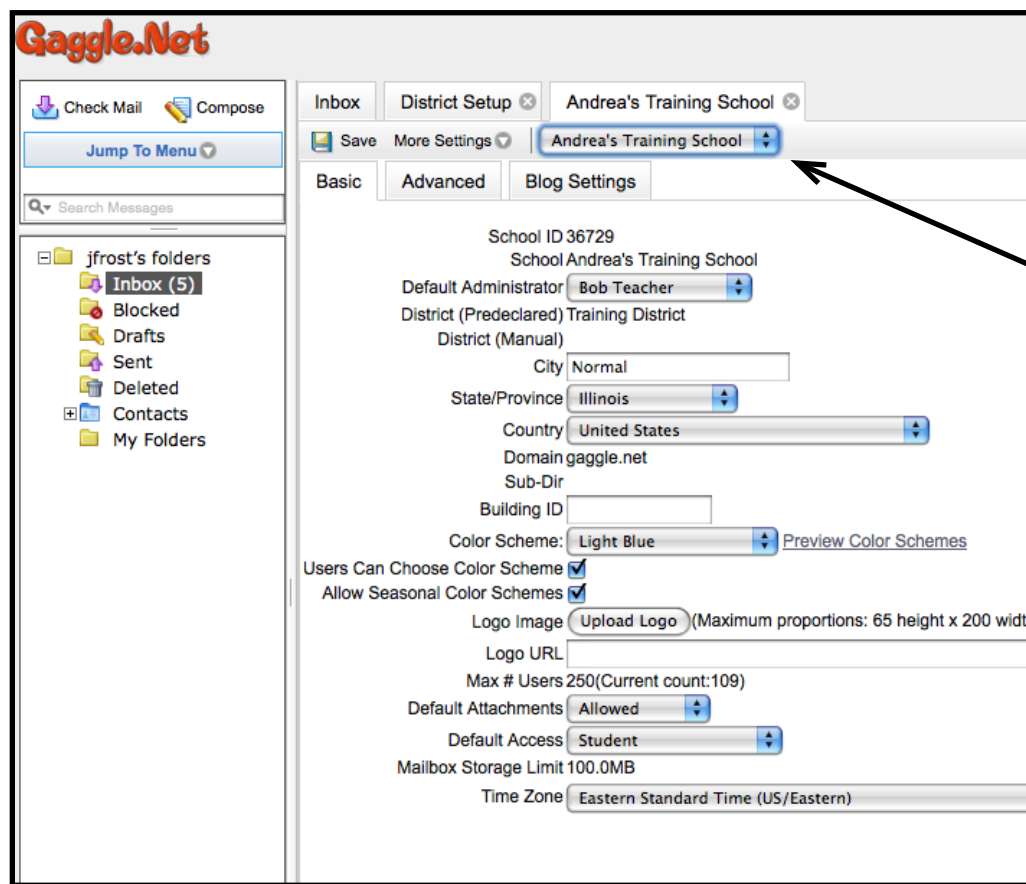
Click the **Schools** tab to view schools.

Click here to edit group
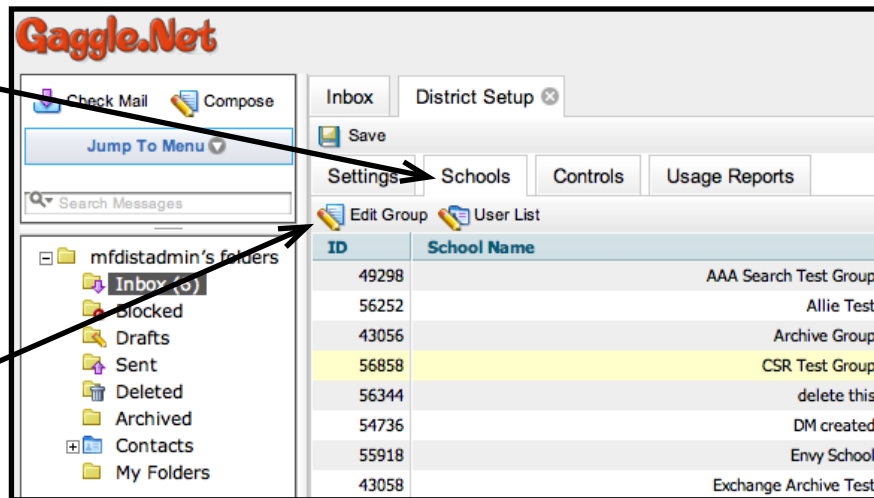
When a district users access a school from the Schools page, they can navigate to other schools within the district by using the drop down menu located at the top of the School Setup page and User List Page.

Click here to view a list of schools

Chapter 3 District Controls

Group List for District Administrators

When a District Master creates an account for a District Administrator, he or she can restrict the list of schools which the District Administrator can access by using the the following instruction.

1. From the **Jump To** menu, scroll over **District Admin** and select the **User List** option.

2. Double click on the row where the name is listed of the District Administrator to view the individual user data.

3. Near the bottom of the screen is a field called Group List. Enter the school ID numbers of the schools the District Administrator will have access to in the box. The school ID numbers are assigned by the Gaggle system and can be located on the Schools page. The school ID numbers should be separated by a comma.

4. Click the **Save** button in the upper left hand corner.

The District Administrator will only be able to access the school groups listed in the Group List. If the Group List is left blank, the District Administrator will be able to access all of the schools within the district.

Reallocating Accounts

District personnel have the ability to reallocate accounts to different schools in a district through the **Schools** tab on the District Setup page. On the **Schools** tab, the last two columns listed are Max and Used. These two columns show how many accounts a school has available to use and how many accounts they have actually created. In order to reallocate accounts, a district user can delete accounts from one school in the **Max** column and add the accounts to another school in the **Max** column. Clicking the **Save** button in the upper left hand corner of the screen will complete the transfer of accounts. A pop up message will confirm your change, or if unsuccessful, give you the reason the change could not be made.

ID	School Name	Location	Paid	Domain	Default	Max	Used
49298	AAA Search Test Group	Unknown	true	gaggle.net	8	5	5
56252	Allie Test	Unknown	false	gaggle.net	41	200	3
43056	Archive Group	California	true	archive.gaggl	41	1	
56858	CSR Test Group	Unknown	true	gaggle.net	4	50	5
56344	delete this	Unknown	false	gaggle.net	41	0	0
54736	DM created	Unknown	true	gaggle.net	41	4	0
55918	Envy School	Bloomingt	true	gaggle.net	41	100	9
43058	Exchange Archive Test	California	true	xchange.gagg	41	10	0

Max number column   Used number column

The **Settings** tab on the District Setup page indicates the maximum number of accounts available to use. If a district is using the subscription version of Gaggle, they must make sure to stay at or below their maximum number of accounts purchased or the transfer will not complete. If a district is using the free version of Gaggle, the maximum number of accounts will read "0," which means there is an unlimited amount of accounts available.

Maximum number of users

District ID 30002012
District Name Training District
Consortium
Maximum Users 0
Server Password
Trusted Server IPs
Custom ID

Archive Access Notification Enabled
Archive Access Notification Recipients

Chapter 3 District Controls

Other District Options

Gaggle offers specialized services for districts using the subscription version of Gaggle and are set up as a district within the Gaggle system. For more information about these additional services, please contact Gaggle's Customer Service.

Data Integration

Data Integration allows districts to automate the process of setting up student accounts by extracting data from their Student Information System and uploading it directly to the Gaggle servers. Data integration allows a district to post a file to Gaggle as often as they like which automatically creates, deletes, and moves user accounts based on their district's student database. This is a very useful tool for districts with a large number of accounts or high mobility and makes the process of setting up accounts seamless from year to year.

In addition to our standard Data Integration process, Gaggle is working on account provisioning to pull information directly from a customer's Active Directory or other LDAP database. Linking directly into LDAP will allow for the automated creation of accounts and moving of user accounts between schools. If your organization would like to pilot Gaggle's LDAP integration, please contact our customer support team.

LDAP / Active Directory Authentication

Schools with LDAP accounts such as Active Directory, can be used for authenticating the logins. Instead of remembering a separate Gaggle password, users can enter their LDAP username and password on the Gaggle web site. Gaggle will then pass those credentials to the LDAP system to verify the user data is correct and log the user into their account. Contact your Gaggle account representative for more information on setting up LDAP authentication.

Trusted Server Login

The trusted server login allows students and teachers to log into a portal or other system at the district and go straight to Gaggle without entering a username and password. This is sometimes referred to as a Single Sign On system.

The advantage of using a trusted server login is that the district and Gaggle do not need to use the same usernames and passwords. In fact, the usernames and passwords can be totally different on each system. The trusted server login is accomplished using the student ID number. Data integration is recommended if a district wants to utilize the trusted server login to create the accounts.

Chapter 4 Message Boards

Introduction and Project Ideas

The Gaggle message boards can be used for many projects. Teachers can create individual boards accessible to the entire school or district or just to specific groups of students like their own class or differentiated student groups. There are also Gaggle Wide message boards that are shared by all students and teachers on Gaggle.

The message boards can eliminate the physical walls of the classroom and enable learning to take place outside normal school hours. The boards also have the Auditory Feedback System and the Translator tools available for those students who would benefit from this extra support. Below are some project ideas we have seen from some of our Gaggle educators.

Content Discussions
A message board can be used as an online discussion forum to promote higher-level thinking. Unlike a verbal class discussion, participation can be required, measured, and assessed. Students have time to formulate their responses, and are often more comfortable sharing their ideas in a protected environment. Discussions on the boards also provide writing opportunities, thus promoting literacy in the content areas.

Homework Centers
The message boards are a great way to communicate with students. They can be used as a homework center where teachers post assignments and due dates. Students can post questions and help each other with assignments, creating your own set of class FAQ's.

Guest Speakers
Outside experts and community members can be given access to the message boards with a guest Gaggle account. This allows for primary source interviews and community involvement within Gaggle's safe and filtered environment. While many professionals may not be able to visit a school, they may be willing to answer questions on a message board over a course of time.

Differentiated Instruction
Because message boards can be created for specific users to access, they are a perfect tool for discreet differentiation. Teachers can post differentiated assignments rather than having to pull aside a group of students during class. Specialized instruction, alternate reading material, and small group discussions can all happen on the privacy of the message board.

Character Impersonations
Some teachers have used the boards for character impersonations. The teacher posts information and answers students' questions as a famous character. A similar project could be done by creating a board for students to moderate as a character or answer questions about a research topic. A form of "Who Am I" is a popular variation of this kind of board activity.

Professional Development/Committee Work
Many school districts take advantage of the Gaggle's district wide message boards for professional development, teacher book studies, and for special committees. It's a great way to have cross-district discussions without fighting traffic!

Chapter 4 Message Boards

Message Board Categories

The message boards are separated into five different categories for better organization. When students or teachers click **Message Boards** from the **Jump To** menu, they will see:

School Message Boards
District Message Boards
Educator Message Boards (ePals, Help, etc.)
Gaggle Wide Message Boards
Specified User Boards

School Message Boards

This category will include the school name, such as Westside Middle School Message Boards. These are the message boards specifically created by the teachers at the school and are only visible to members of the school. This category will contain boards dedicated to the school's government, sport teams, school staff, etc.

Any new message board that is created will automatically be in this category unless the drop down box for applying district wide is selected as true. The process that can further limit which students with school & district access will see the message boards in this category will be reviewed later.

District Message Boards

This category will include the district name, such as Alamo School District Message Boards. These message boards are created by teachers in the district and made available on a district-wide basis. These message boards are only visible to members of the schools in the district. Only students with school & district access will see the message boards in this category.

District boards are great for staff projects and instructional departments like history, mathematics, or english. Teachers can create discussion boards restricted to principals, read-only announcement boards, or create boards for student projects which involve multiple schools.

Educator Message Boards

These message boards are provided by Gaggle for educators to seek help, find partner schools for online projects, share lesson plans, etc. These boards are only visible to users with Teacher access level and higher, and can only be created by Gaggle personnel.

Gaggle Wide Message Boards

The Gaggle Wide Message Boards are provided as general discussion areas for students. There are over 80 discussion areas for topics including music, sports, tv shows, hobbies, and more. Some serious topics are included, such as religion, teen pregnancy, and politics. There are even some boards dedicated to nothing more than random talk.

Our experience has shown that many students are very lonely and are anxious to find others who will listen and share their thoughts. Gaggle provides a much safer environment for allowing students to communicate than traditional message board systems.

Chapter 4 Message Boards

The Gaggle Wide Message Boards are not monitored by a human, but the messages are filtered for inappropriate language. The students also provide a significant amount of self-policing on the boards.

Please keep in mind that student users on Gaggle range in age from six to eighteen, and there are over 900,000 users from around the world. While many great discussions take place on the boards, some of the discussions could be deemed as inappropriate for students of certain ages. Each school and teacher will need to decide whether they want to allow their students access to the Gaggle wide message boards.

If a school decides to allow student access to the Gaggle wide message boards, we recommend discussing proper etiquette with them beforehand. This includes defining the limits of appropriate conversation for the message boards.

Specified User Boards

This category was created so teachers can create a message board specifically for classes they teach. A teacher is able to select the names of the Gaggle users they would like to access their specified board. Only the users selected can access, comment, or read the created message board. Teachers can select users from any of the district's schools, or even add the email addresses of non-district Gaggle users in order to have collaborative discussions.

Message Board Access Levels

Similar to a student's email access level, Gaggle provides a method to control a student's access to the boards via a Message Board Access Level. Assigning students to one of these levels can limit their ability to see and access specific board categories.

Controls for Message Board access levels can be found on the School Setup page under the Advanced tab. They are also located on the User List page and the personal account settings page.

All Message Boards - Students can view and post to boards in three categories: School, District, and Gaggle Wide.

School & District Message Boards - Students can only view and post to boards in the School and District Categories, as well as any Specified Users boards they are members of.

School Message Boards Only - Students can only view and post to boards in the School category, as well as any Specified Users boards they are members of.

Class Message Boards Only - Students can only view and post to boards created by their administrator.

No Message Board Access Students does not even see the message board option in the Jump To menu.
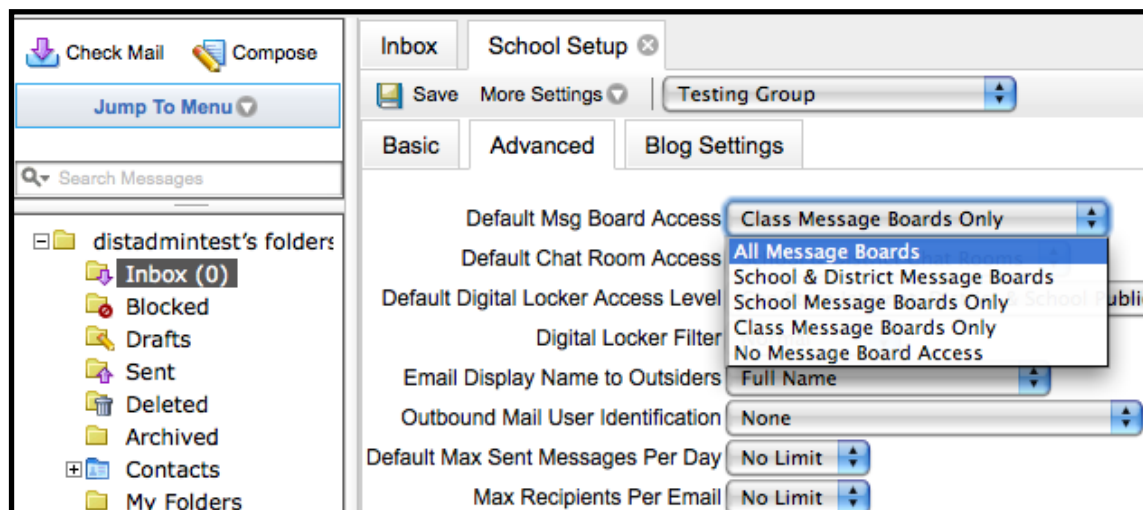
Chapter 4 Message Boards

Reading and Posting to Boards

Below are step-by-step instructions for reading and posting to the message boards:

1. Click the **Message Boards** link from the **Jump To** menu.

2. Choose a category, such as **Gaggle Wide Message Boards**.

3. Click on a message board from the list.

Select a message board from the list.

4. By default, the posts are organized by date with the most recent post at the top. Teachers and students can view the posts by topic, email address of the poster, date posted, and latest reply. Click on selected sub header to have the message board sorted by your preference.

Click here to create a new topic in the board.

Click on a topic to read a post.

5. Double click one of the subjects to view the post. This screen will display the message board posts with topics listed as folders. Click the **+** sign to the left of the folder to view the threaded replies to that topic.

6. Click a specific post in the thread to display it in the reading pane.

Click here to reply to the post.
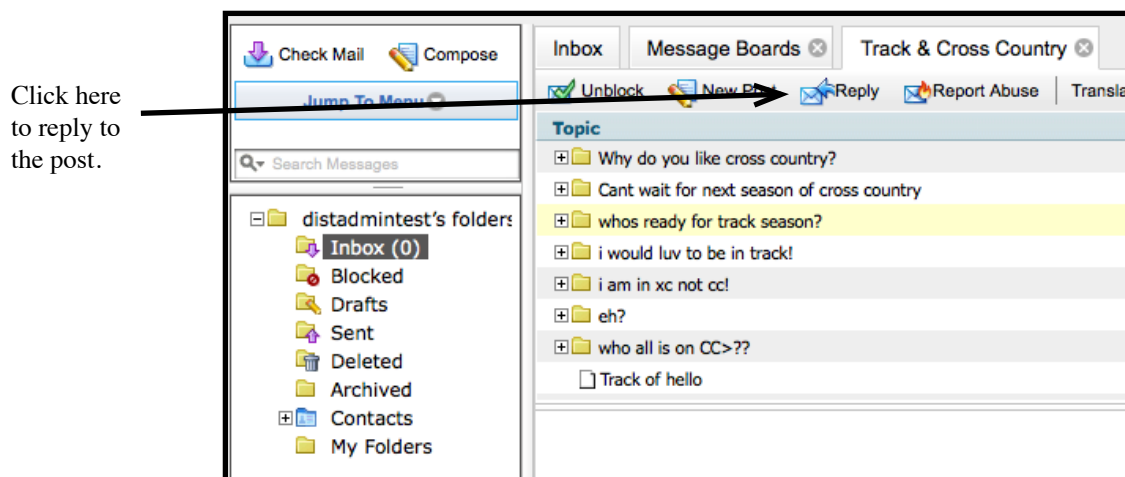
7. Clicking the **Reply** button will bring up the reply form. Users can alter the subject and type their message. The HTML Tool Bar is available on each reply and allows users to post images, conduct a spell check, change the font, text color, etc. When finished, click the **Submit** button.

Submit a Message.

HTML Toolbar
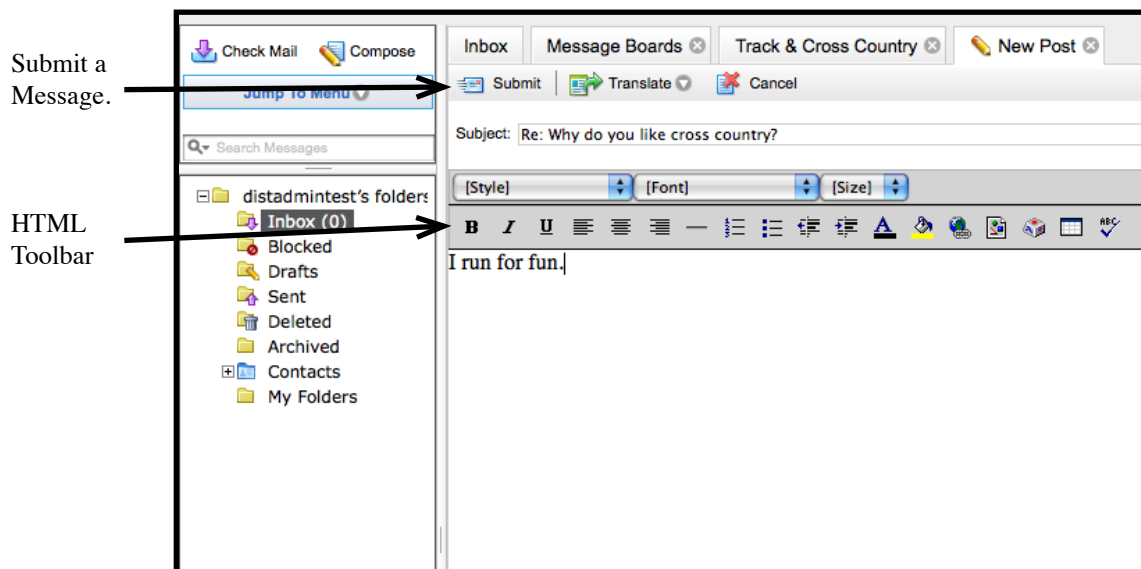
Filtering of Message Board Posts

Each time a student makes a post to a message board, it gets compared against the school's Blocked Text List. If any rule from the Blocked Text List is violated, the post will not get added to the message board. The student will see a notification and an email with a copy of the offending post will be sent to both the administrator assigned to the student and the educator who owns the message board.

Chapter 4 Message Boards

Each message board is assigned to a particular educator much like the students are assigned to an administrator. The message board owner is generally the educator who created the message board, but the boards can be reassigned to a different educator as needed.

Each message board post is scanned for inappropriate words and phrases. If a post is blocked by the Gaggle filters, it is re-routed to the student's administrator for review. The blocked post is sent to the administrator as an email containing two links: one to unblock the post and one to delete it. Administrators can then delete the post or unblock it if it is appropriate.

If the student belongs to a different school than the owner of the message board, then the student's post will be compared against both sets of Blocked Text lists. For example, suppose a student makes a post to a Gaggle wide message board. The student's post will be compared against the school's Blocked Text List and the Blocked Text List for the Gaggle group.

Creating Message Boards

Any user with School Teacher access level or higher can create message boards. The steps below describe how to create a message board:

1. Click on the **Jump To** menu, go to the **Student Admin** or **School Admin** menu and click on **Edit Message Boards.**

2. Click **Add** to create a new Message Board.

3. Click **OK** in the popup box.

4. Name the Message Board, select a Moderator, and select the Board type.

5. To make the Message Board District Wide or Read only, select **True**.

Click **Add** to create a new board.
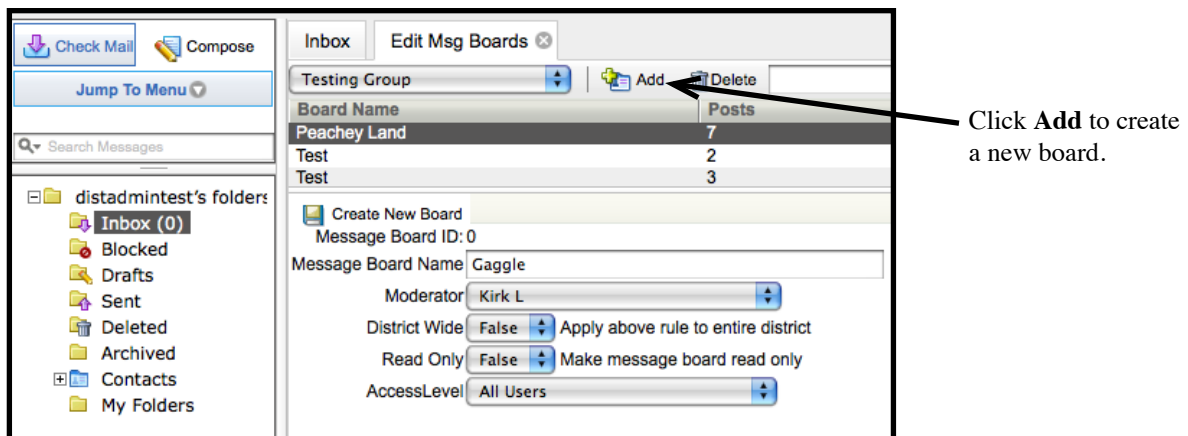
6. For the the Message Board to be accessible to a specific group, click on **Specified Users** from the Access Level drop down menu.

7. Click **Save** to activate the Message Board.

8. If Specified Users was selected, click on the new Message Board from the list to activate the Specified User List. Click on **Add Members** to select specific users.

9. Select specific users from the school list and click **Add.**

Click **Add Selected Users** to add specified users.

Deleting Posts

School Administrator level and higher can delete any post from the message boards set up in a school. Users with Teacher level access can delete posts from the message boards for which they are listed as the owner. Posts can be deleted by highlighting the post title in the list and clicking the **Delete** link in the top tool bar. Student users cannot delete message board posts.

Chapter 5 Chat Rooms

Introduction and Project Ideas

A chat room is real-time communication between two or more users via computer. Once a chat has been initiated, either user can enter text by typing on the keyboard. The entered text will then appear on the other user's monitor.

The Gaggle Chat Rooms are a popular way for students to make new friends or communicate with old friends. Teachers can also initiate online study groups, test reviews, and more. Like the rest of the Gaggle features, the teacher is in control of the Chat accessibility. The same project ideas from the message board chapter can work for chat rooms, only now they are done in real time.

Chat Room Categories

The Chat Rooms are separated into four different categories for better organization. When students or teachers click **Chat** from the **Jump To** menu, they will see:

> School Chat Rooms
> District Chat Rooms
> Educator Chat Rooms
> Gaggle Wide Chat Rooms

School Chat Rooms
This category will include the school name, such as Westside Middle School Chat Rooms. These are the chat rooms specifically created by teachers at the school and are only visible to members of the school. This category will contain classroom chat rooms, as well as other chat rooms specific to school users, such as sports teams, school staff, etc. Any new chat room that is created will automatically be in this category.

District Chat Rooms
This category will include the district name, such as Alamo School District Chat Rooms. These chat rooms are created by teachers in the district and made available on a district-wide basis.

These chat rooms are only visible to members of schools in the district. Only students with School and District Wide access will see the chat rooms in this category.

District wide rooms allow faculty from multiple schools to participate in an online discussion.

Educator Chat Rooms
These chat rooms are provided by Gaggle for educators to use. They are only visible to users with the Teacher access level and higher and can only be created by the Gaggle personnel.

Gaggle Wide Chat Rooms
The Gaggle Wide Chat Rooms are provided as general discussion areas for students. There are several chat rooms set up with topics such as Random Chat, Music, Sports, Movies, and Television.

Our experience has shown that many students love the chat forum and are anxious to share their thoughts and ideas with others. Gaggle provides a much safer environment for letting students communicate than traditional chat rooms.

Chapter 5 Chat Rooms

While a human does not monitor the Gaggle Wide Chat Rooms, the messages are filtered for inappropriate language. The students also provide a significant amount of self-policing in the chat rooms.

Please keep in mind that student users on Gaggle range in age from six to eighteen, and there are over 900,000 users from around the world. While many great discussions take place in the chat rooms, some of the discussions could be deemed inappropriate for students of certain ages. Each school and teacher will need to decide whether they want to allow their students access to Gaggle Wide Chat Rooms.

If you allow your students access to the Gaggle Wide Chat Rooms, we recommend discussing proper etiquette with them before hand. This includes defining the limits of appropriate conversation for chat rooms.

Chat Room Access Levels

Similar to a student's email access level, Gaggle provides a method to control a student's access to the chat rooms via a Chat Room Access Level. Assigning students to one of these levels can limit their ability to see and access specific chat room categories.

The controls for the Chat Room Access Levels can be found on the School Setup page, the personal settings page, under the **Advanced Features** tab, and at the bottom of the User List page under the **Change Marked Users** tab.

All Chat Rooms - Students can view and post to rooms in all categories: Class, School, District, and Gaggle Wide.
School & District Chat Rooms - Students can only view and post to rooms in the School and District categories.
School Chat Rooms Only - Students can only view and post to rooms in the School category.
Class Chat Rooms Only - Students can only view and post to rooms created by their administrator.
No Chat Room Access - Students do not even see the room option in the Jump To menu.
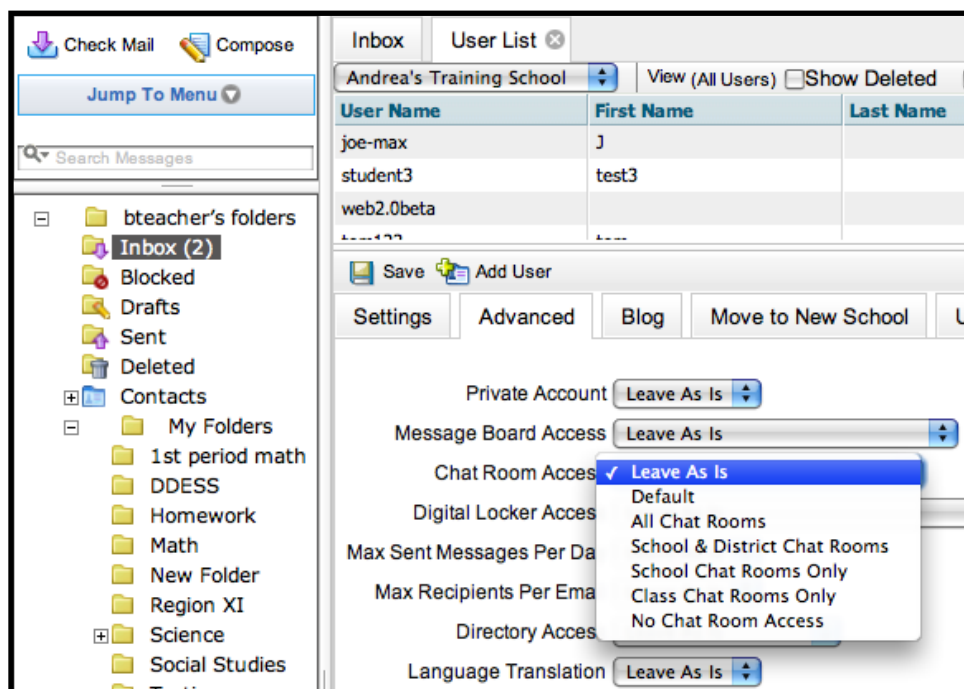
Chapter 5 Chat Rooms

Starting Chat

The following are step-by-step instructions for reading and posting to the Chat Rooms:

1. Click the **Chat** link from the **Jump To** menu.

2. Choose a category like **Gaggle Wide Chat Rooms**.

3. Click on a chat room from the list.
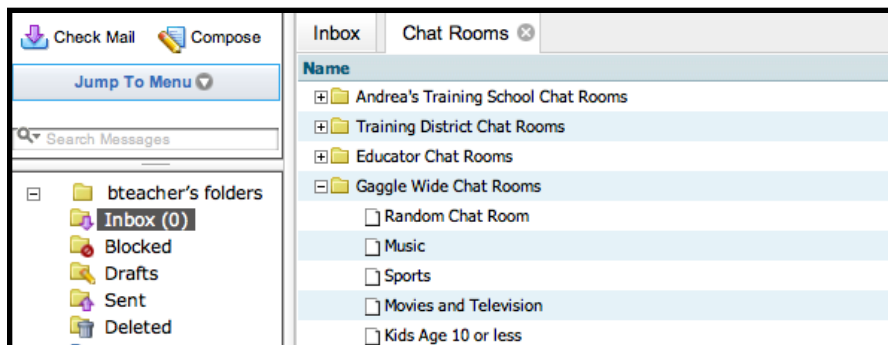
4. While in the chat room, names of other users logged in are listed on the right-hand side of the screen. Users can choose the style, color, and size of their chat font. The **Alert**, **Warn,** and **Block** buttons are located on this screen as well.

5. Type the chat message in the Chat Here box and click **Send**. The entire chat discussion will appear in the large white box above.

The chat conversation will appear here.

Change the appearance of the text with these tools.

Enter chat text here.

This lists everyone currently logged into the chat room. Student symbols are people, teachers are stars, and Gaggle personnel are three triangles.
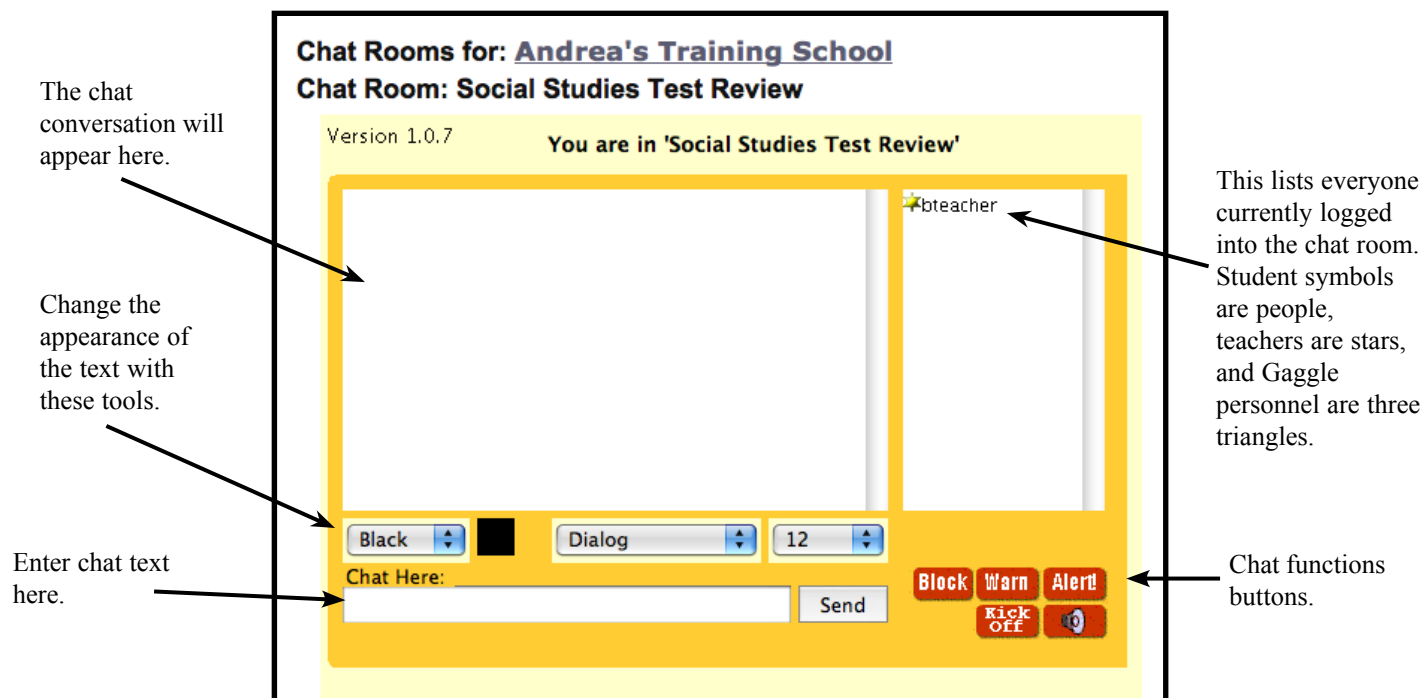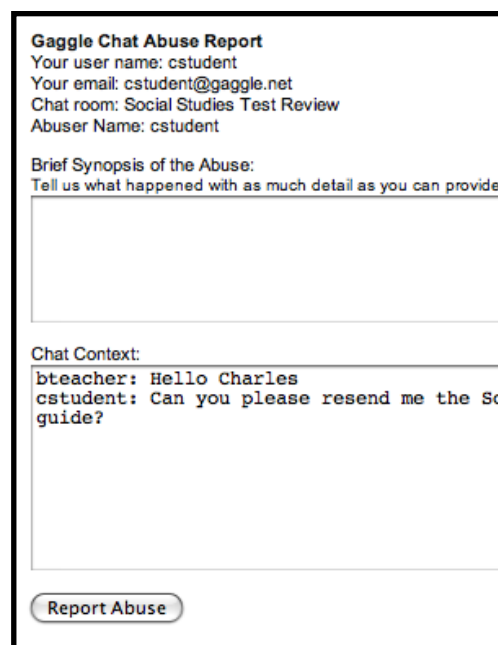
Chat functions buttons.

Block button - Users should highlight the name of the person they wish to block and click the **Block** button. Users will no longer see chat from this person, and a line will appear through the user's name on the chat list. To unblock them, hightlight the user's name and click the **Block** button again.

Warn button - Users should highlight the name of the person they wish to warn and click the **Warn** button. They will be prompted to make sure they wish to continue. If so, click **OK**. The person who is warned will see a message in the chat window that says, 'You have been warned by another user.'

Alert button - Users should highlight the name of the person they wish to alert and click the **Alert** button. Again, they will be asked if they wish to continue. The **Alert** button offers an anonymous way for students to police the rooms themselves by reporting other users who are sending offensive messages. When users click on the **Alert** button, a screen will appear asking them to type what occurred in the chat room. When finished, users should click the **Report Abuse** button. An email notification which includes several lines of the chat session is sent to both the administrator of the student who made the offensive post and to the educator who is the owner of the Chat Room.

Gaggle Chat Abuse Report
Your user name: cstudent
Your email: cstudent@gaggle.net
Chat room: Social Studies Test Review
Abuser Name: cstudent

Brief Synopsis of the Abuse:
Tell us what happened with as much detail as you can provide.

Chat Context:
bteacher: Hello Charles
cstudent: Can you please resend me the So
guide?

Report Abuse

Kick Off button - This button is only available to users with School Teacher access and above. If a teacher observes a student behaving inappropriately in a chat room, this function gives the teacher the ability to automatically remove a student from the chat room. Teachers should highlight the name of the user they wish to remove and click the **Kick Off** button. By utilizing this feature, the user will automatically be removed from the chat room, have their chat room access turned off, and a notification will be sent to the user's administrator via email.

Filtering of Chat Room Messages

Gaggle's chat filtering system makes it easy for teachers to monitor students' chat activity and to encourage students to be better chat citizens. The goal is for the students to mind their manners without teacher intervention.

When students post chat messages with blocked words, the system does not tell the student the chat was blocked. In fact, the inappropriate chat is displayed on the chat screen as though it went through, but the offensive text does not appear on any of the other students' chat screens. Teachers will still see that the student tried to post questionable chat and the student's administrator and the chat room owner are sent notifications about the offense. When a student tries to posts an offensive chat message for the 9th time during one chat session, the student will get a warning. The warning states that the student's chat access is about to be revoked for bad language. When a student posts a 10th offensive chat message, he or she will be kicked out of the room and chat access will be revoked. An email explaining why the chat was disabled is sent to the student and administrator.

The theory behind this system is that if no one sees the bad words there is no incentive for students to post them. With this system, students do not really know what is blocked, so it is harder for them to test the filters. Students also must be careful about what they say since they don't know what is allowed and not allowed.

Chapter 5 Chat Rooms

Each time a student makes a post to a chat room, it gets compared against the school's Blocked Text List. If any rule from the Blocked Text List is violated, the chat message will be blocked. If the student belongs to a different school than the owner of the chat room, the student's chat message will be compared against both sets of Blocked Text Lists.

Each chat room is assigned to a particular educator much like the students are assigned to an administrator. The chat room owner is generally the educator who created the chat room, but the rooms can be reassigned to a different educator as needed.

Creating Chat Rooms

Any user with a School Teacher access level or higher can create a Chat Room. The following steps describe how to create a chat room:

1. Click on the **Jump To** menu, scroll over **School Admin**, and click on **Edit Chat Rooms**.

2. Click **Add** in the top left and enter the chat room name in the text box.

3. Select an owner for the chat room from the drop down menu.

Add a new chat room

Right click to view chat logs.

Create new room

Determines who has access to the room

4. Specify the Allowed Users who may access the room. Various choices are listed in the drop down menu.

5. Set the Distict Wide drop down to True if this room should be accessible to other users within the district.

6. Click **Create New Room**.

Specified Users Chat Rooms

1. Click on the **Jump To** menu, scroll over **School Admin**, and click on **Edit Chat Rooms**.

2. Select the desired chat room from the list.

3. Select **Specified Users** from the **Access Level** drop down and click **Save**.

4. Click **Add Members**.

5. Check the specific users from the userlist. Click **Add Selected Users**.

Chapter 5 Chat Rooms

Chat Logs

Educators have the ability to view chat logs for chat rooms they own. (Users at the School Administrator access level and above can view chat logs for all chat rooms in the school, even if they are not the owner.) The chat logs allow a teacher to view all conversations that have taken place in a particular chat room since its creation. This way teachers can monitor the activity of their chat rooms even when they are not participating in the chat rooms with the students. For each entry in the chat room, the chat log shows the date and time of the entry and the username of the person who sent the message.

To view a chat log, click on the **Jump To** menu, scroll over **School Admin**, and click on **Edit Chat Rooms**. Right click on the desired chat rooms.

Right click to view chat log
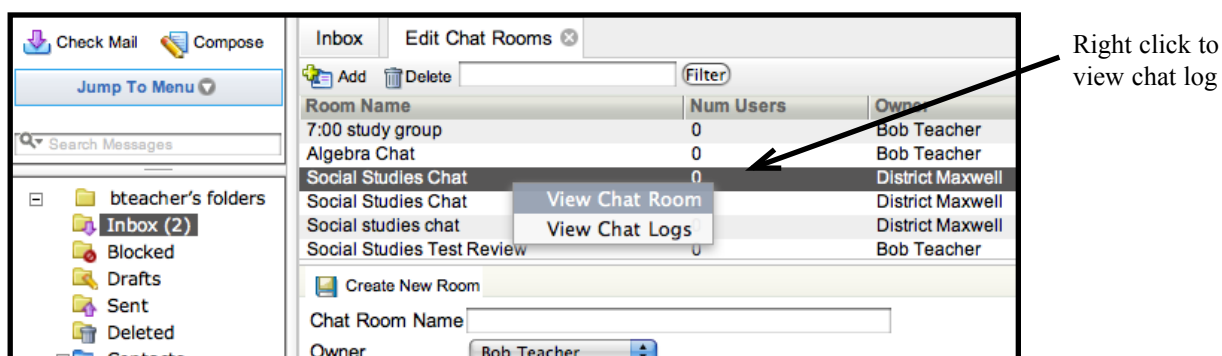
Click a text file to view the log.

Sample Chat Log
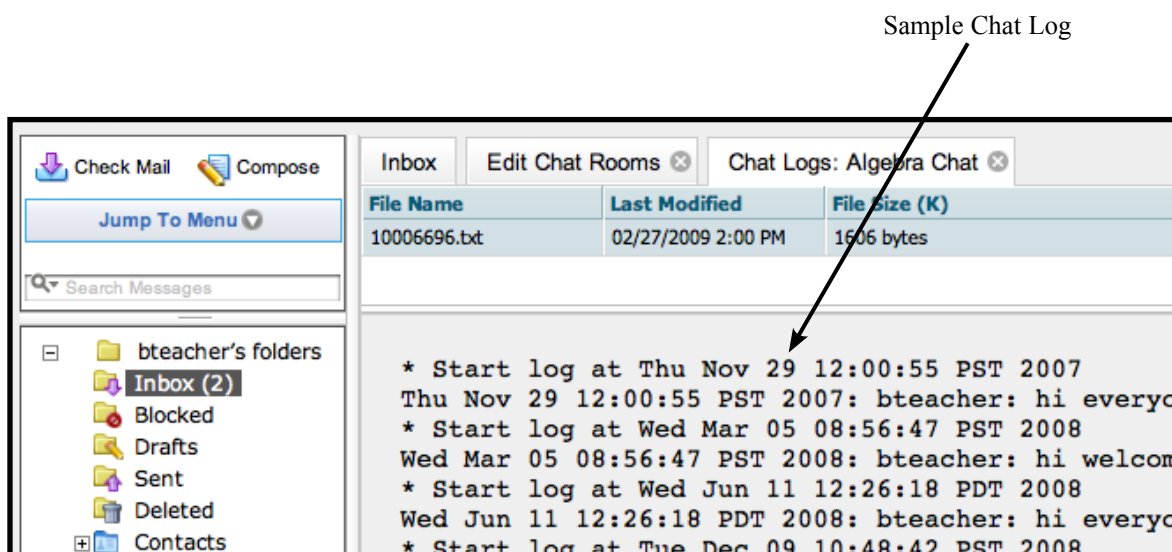
Introduction

The Digital Locker is an online file storage system for each user, similar to a network drive. Users can store files on the Gaggle servers and can access them from anywhere there is an internet connection. For example, students can upload a word document at school and download the file at home to finish as homework. There is no need for jump drives and the risk of viruses is greatly reduced. All files are checked for viruses when they are uploaded and again before they are downloaded from the servers.

The Digital Lockers are also a great way for teachers to store class notes, permission slips, and school information or function as an online homework portfolio. Teachers can store files in their locker and email their students with the location of the file. Students can then either email the file back to their teacher or upload the file to their own Digital Locker.

Digital Locker Access Levels

Like all features on Gaggle, the educators are in control of the accessibility of files to others. Teachers can restrict students' ability to upload and view files stored on the network. The default for the Digital Locker Access Level can be set on the School Setup page or on a user-by-user basis. While teachers can restrict students, we see very little downside to allowing full Digital Locker access.

The controls for the Digital Locker Access Levels can be found under the **Advanced** tab on the School Setup page, the **Advanced** tab on the User List page, and the **Advanced** tab for an individual user.

The Digital Locker Access Level determines what options users have to choose from for each file they store. The following is a description of each of the Digital Locker Access Levels:
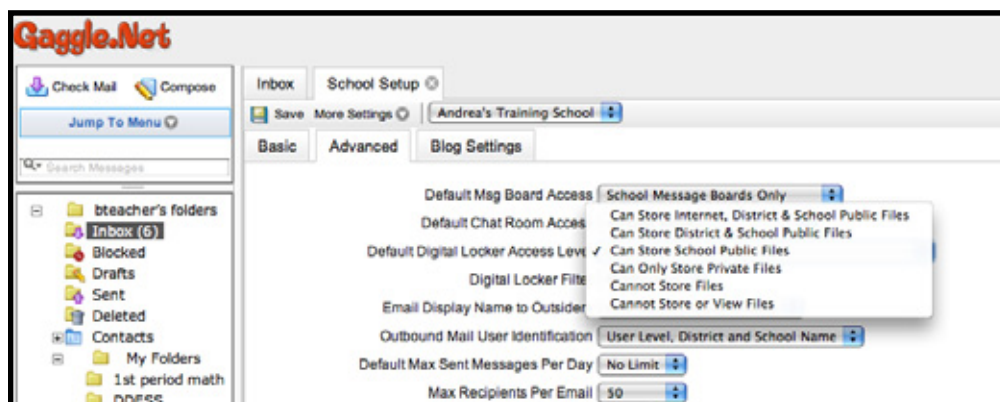
Can Store Internet, District, and School Public Files – Users can store private files, files that can be accessed by other school and district users and non-Gaggle users. (Students' Digital Lockers are not accessible to non-Gaggle users. This setting is in conjunction with Profile Pages.)

Can Store District and School Public files – Users can store private files and files that can be accessed by other school and district users.

Can Store School Public Files – Users can store private files and files that can be accessed only by other school users.

Chapter 6   Digital Locker

Can Only Store Private Files – Users can only store private files which are not accessible to anyone else.

Cannot Store Files – Users cannot store any files in their locker, but they can view other users' public files.

Cannot Store or View Files – Users cannot store any files nor can they view other users' public files. The Digital Locker link does not appear in the Jump To menu.

Digital Locker Filter

The Digital Locker Filter allows a school and/or district to choose how to handle potentially inappropriate locker files. Normal blocking requires an administrator to release the file is one option. We recommend our Notification setting to reduce frustration for both students and teachers, as it will allow immediate access to the file, but still scan it and send the administrator a notice if it has questionable content. For example, a student is working on a paper for health class and the paper is on muscles and joints. The word "joint" is on one of Gaggle's blocked word lists and could therefore potentially be blocked from uploading to the Digital Locker. Instead of having the file automatically blocked, a school or district can choose to have the Gaggle Administrator for that student receive notification in their Inbox. The notification will explain the potential blocked reason and a copy of the file as an attachment. If the file is indeed inappropriate, the Gaggle Administrator can delete the file from the student's locker.
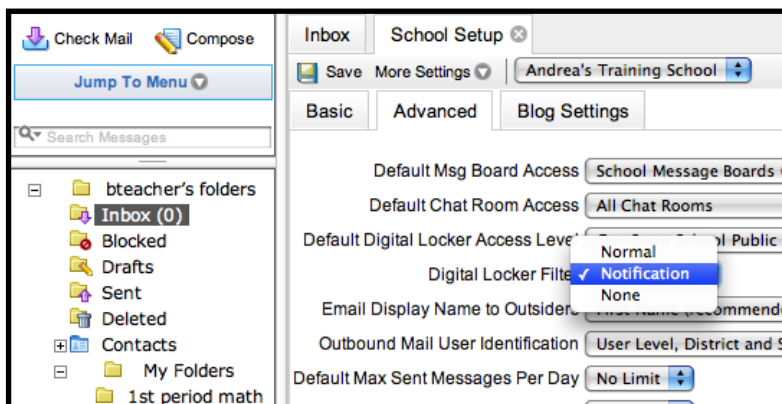
There are three options to the Digital Locker Filter:

Normal – Uploaded files will be blocked if caught by one of Gaggle's filters and a notification email will be sent to the student's Gaggle Administrator to review the file. Notifications are sent to the administrator's Inbox. A link will be provided to unblock or delete the file and the student will not have access to the file unless it is unblocked.
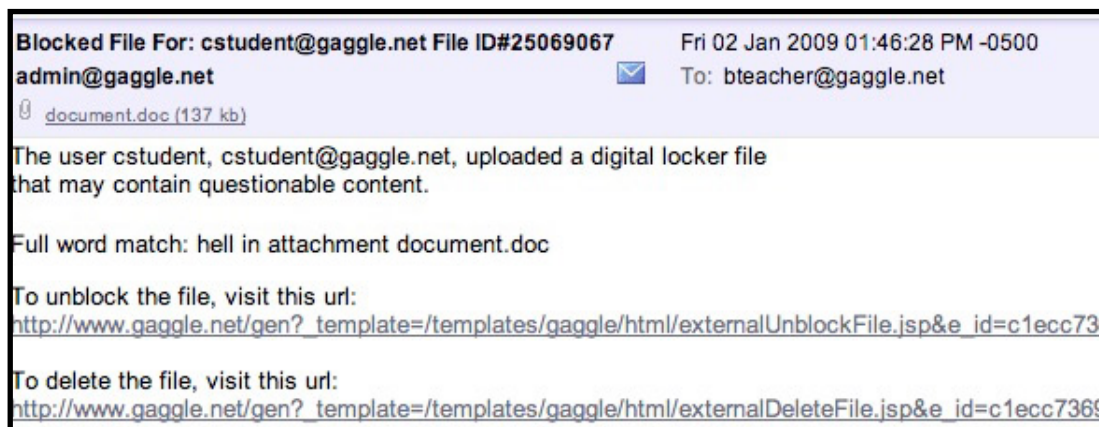
Chapter 6 Digital Locker

Notification – Uploaded files that are caught by Gaggle's filters will still be uploaded into the student's digital locker. A notification email will be sent to the student's Gaggle administrator notifying them that there is a file with questionable content that needs to be reviewed. If the file is allowed, the email notice can be deleted as the file is already accessible to the student. If the file is inappropriate, the administrator can access the file and delete it.
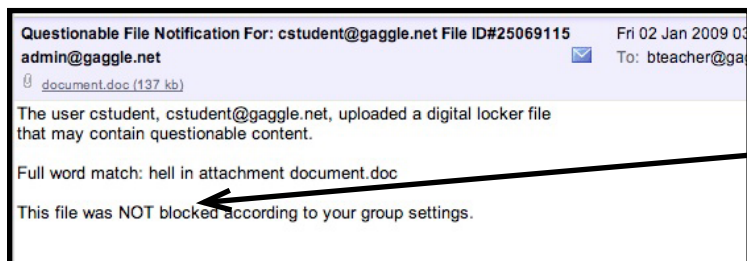
File was not blocked.

None – All files will be allowed to upload to the Digital Locker **without** filtering.

Uploading and Downloading Files

To access the Digital Locker, click the **Digital Locker** link from the **Jump To** menu. The screen below will appear. The following steps describe how to upload a file to the Digital Locker.

1. Clicking **Add File** will bring up a browse window. Double click on the desired file to upload the file into the Digital Locker.
2. Files will automatically be uploaded with an access level of **Private**. To change the file access, click on an uploaded file and then select the **Change Access Level** button. From the drop down menu select the new access level for the file. A user may also change the access level by clicking on the uploaded file and using the mouse to left click under the **Access** column. A drop down menu will appear for selection.
3. Users may also organize their files by adding folders. To create a file folder, click on **Add Folder** and type in the name of the new folder. When finished, click enter. To add files into the folder, drag and drop files into the folder using the mouse.
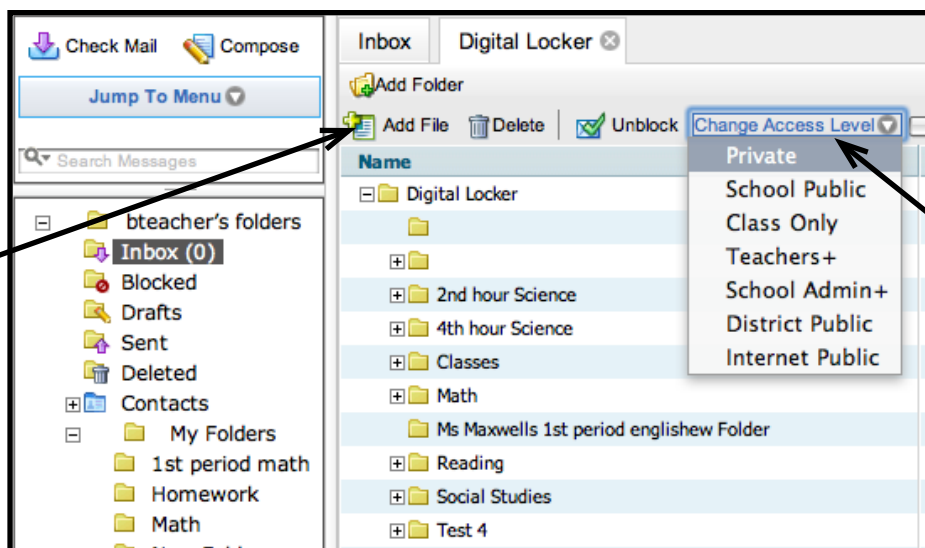
Click to upload a file.

Click to change access level.
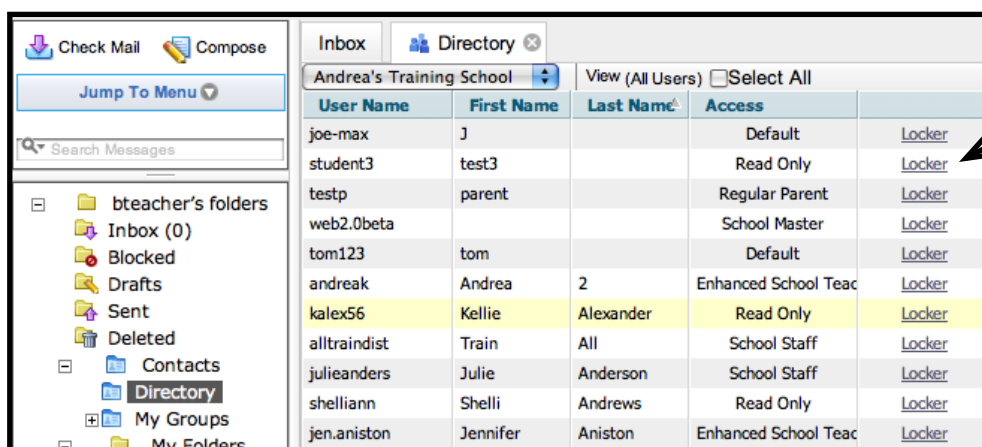
The file access levels determine whether or not a file is visible to other users on the system.*

Private	No other members of the school can see the file.
School Public	All members of the school can see the file.
Class Only	Only members assigned to the same administrator can see the file.
Teachers Plus	Only users with an access level of School Teacher or higher can see the file.
School Admin Plus	Only users with an access level of School Administrator or higher can see the file.
District Public	Users at schools within the same district can see the file.
Internet Public	Non-Gaggle users can view the file from the user's Profile Page. (See Chapter 7 for more information on Profile Pages.)

*Educators can view all files for any user with an access level below their own. For example, a School Administrator can view all files of a School Teacher.

To download a file from the list, double click on the name of the file.

Users can download files from another user's Digital Locker by clicking the **Directory** folder located under **Contacts** on the left side toolbar. Once in the Directory, click the **Locker** link next to a user's name to see available files in the locker.

Access another users locker by clicking the locker link.

Every user's locker is accessible by all other users at the school. Only files marked as School Public or higher will be viewable by users other than the owner of the locker. For example, if a student clicks on the **Locker** link for a teacher, the student will only see files in the teacher's digital locker that are marked School Public or higher.

If a user's access level is School Teacher or higher, the student lockers can be accessed from the User List. A locker link is clickable for each user in the list. The Locker is also accessible on the **More Settings** menu at the top of an individual user's data page.

Deleting Files from the Locker

As a safety feature on Gaggle, students cannot actually delete files from the Digital Locker. Students can only mark files for deletion. Files marked for deletion will no longer appear in the file list when students view their locker. Users at the School Teacher access level and higher will continue to see the deleted files in the file list for 30 days.

Deleted files can be undeleted by teachers. To permanently remove a file from the system, delete the file a second time.

Chapter 7 Profile Pages

Introduction

Gaggle's Profile Pages make it simple to create and maintain web pages for everyone in the district. The entire school community can easily find basic information, such as school addresses and phone numbers, staff names and contact information, important files, personal information, and more in one place!

The pages are automatically created for every school or district with a Gaggle account. Schools can choose who should have permission to view teacher and student pages.

Key features include:

- Customizable pages for the district, schools, staff members, and students
- "Instant homepages" for teachers and students
- Easy set up and administration - set up a page in less than five minutes
- The ability to restrict who can see each type of page
- Automatically share files from Gaggle Digital Lockers
- Post a custom image or icon on every page
- Find and collaborate with other Gaggle schools and classrooms from all over the world
- Seamless integration with Gaggle email accounts - you never need to login to Profile Pages

Getting the Most from Gaggle Profile Pages

Here are just a few ideas to help teachers and students get the most from the Profile Pages:

- Send an email to all students and teachers announcing Profile Pages and ask them to customize their pages.
- Conduct a short demo at the next staff meeting and brainstorm ways teachers and students could use the pages to improve communication, work more efficiently, and improve academic results.
- Find Gaggle schools in other parts of the country/world and contact them about being key pals. Since every one is a Gaggle user, the email will be safe.
- Show small groups of students how to customize their pages and ask them how they will use it.
- Show teachers how to post files to their Digital Locker and share the files with parents via their Profile Page.
- Try keeping the profile pages as unrestricted as possible - the more people that see the pages, the more useful they become.

Privacy, Safety, and Security

Like all Gaggle features, safety and security are an important part of Profile Pages. While we hope that every school and district will share their pages with the rest of the Gaggle community, we give all School Administrators the power to determine the level of security that is right for their school.

Default security settings:
- District, school, and staff pages are viewable by the public.
- Student pages are viewable only by Gaggle users in the same district.
- Images are turned ON for all pages.

Chapter 7 Profile Pages

Custom security permissions can be set for staff and student profile pages. Permissions set at the school level trickle down to all staff and student pages in that school. The default setting for school and district pages are always set to "Public," because the information on these pages is in the public domain.

To adjust the security permissions, click the **School Profile** link located in the **More Setttings** dropdown.

To set specific restrictions on Staff Pages, adjust the Permissions menu at the bottom of the School Edit Page. This menu sets permissions for ALL Staff Pages in the school. We recommend keeping it set to "Public" so parents, staff, and students without Gaggle accounts can see the pages.

Public All public internet users can view Staff Pages. **Gaggle** Only Gaggle users can view Staff Pages, including users from other schools. **District** Only Gaggle users from the same district can view Staff Pages. **School** Only Gaggle users from the same school can view Staff Pages.	
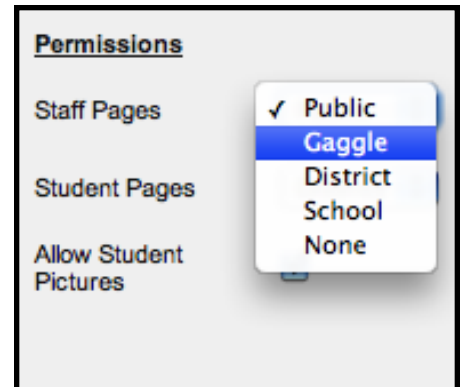
To restrict access to Student Pages, adjust the Permissions menu at the bottom of the School Edit Page. This menu sets permissions for ALL Student Pages in the school. We recommend keeping it set to **School** or **District** so staff and students can see the pages.

Public All public internet users can view Student Pages. **Gaggle** Only Gaggle users can view Student Pages, including users from other schools. **District** Only Gaggle users from the same district can view Student Pages. **School** Only Gaggle users from the same school can view Student Pages. **None** No one can view the Student Pages; the featured is disabled.	
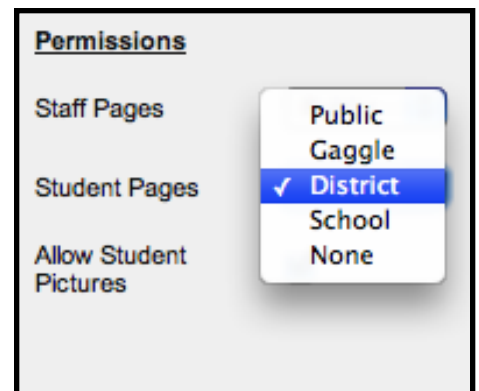
Users at the School Adminstrator access level and higher also have the ability to allow or disallow pictures on Student Pages. By unchecking this box, students will not have the option of placing an image on their page.
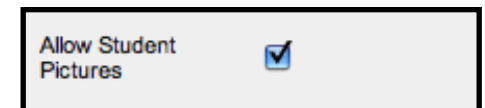
Chapter 7 Profile Pages

Getting to Profile Pages

To access Gaggle's Profile Pages, select **Profile Pages** from the **Jump To** menu.

The initial Profile Pages screen opens in a new window on top of the main Gaggle email window. Here you can find information on districts, schools, teachers, and students that belong to the Gaggle community.

Close or minimize the Profile Pages window to see the Gaggle email window below it.
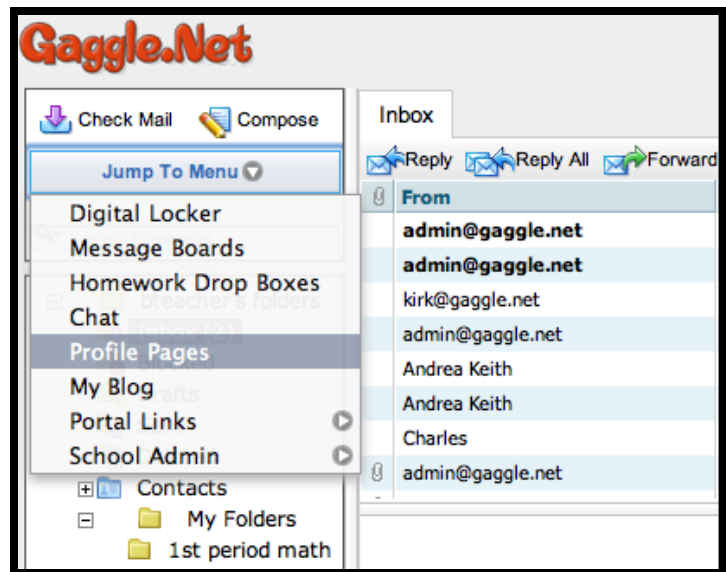
Using these links, a users can quickly jump to their personal page, school's page, or district's page.

To find Profile Pages for other schools, select a country and state from the drop down menus.
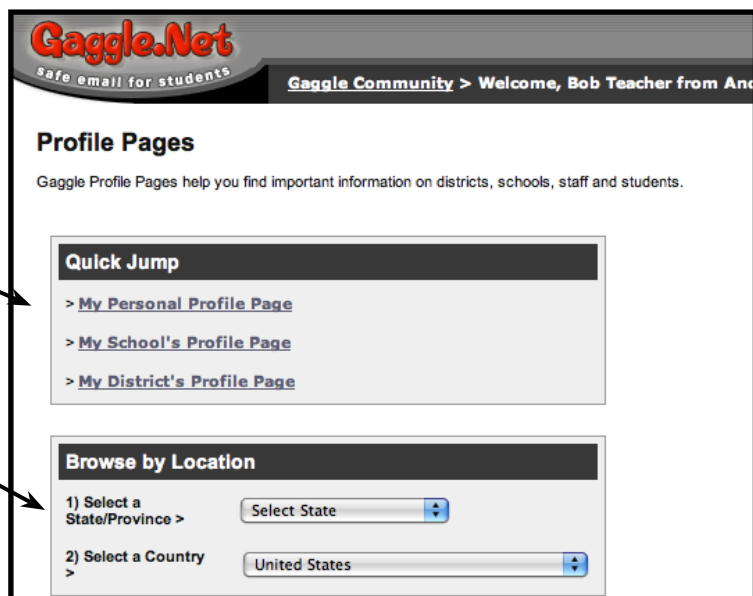
By default, Gaggle shows all the schools in the state or province in alphabetical order by the school name.

50 schools are listed per page. Click the **Next** button to browse through the next set of 50.

Select a school by clicking on its name.
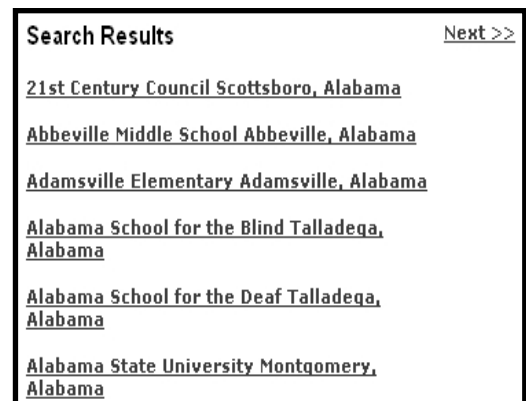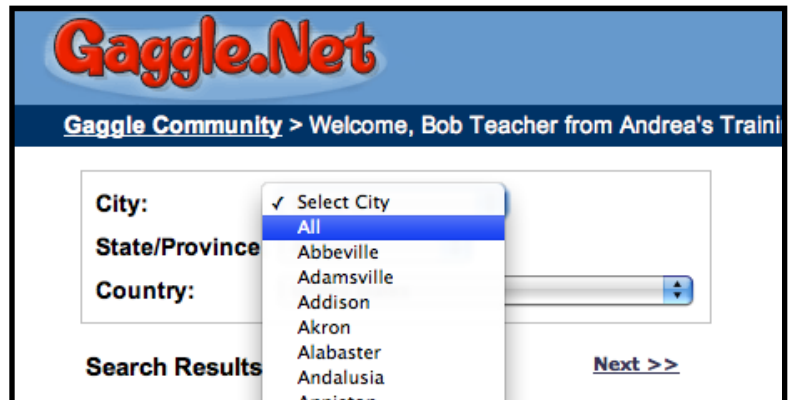
Chapter 7 Profile Pages

Narrow the search by selecting a city from the drop down menu.

NOTE: Profile pages do not currently have a simple web address (URL). You can bookmark or "cut and paste" a profile page URL for later use.
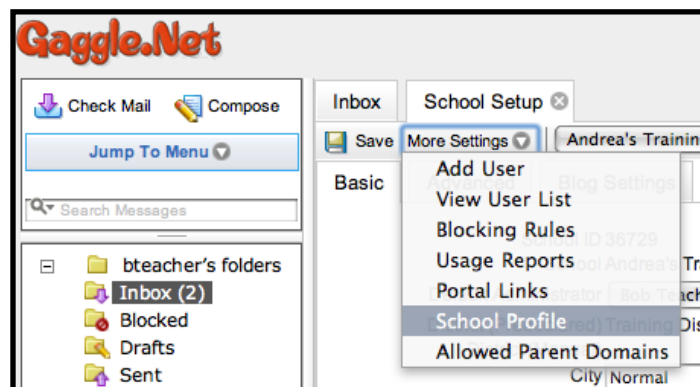
When viewing a district, school, staff, or student page, use the menu links at the top of the screen to navigate through profile pages in the Gaggle community.

School Pages

School pages provide basic information on a school and list all staff and student pages associated with the school.
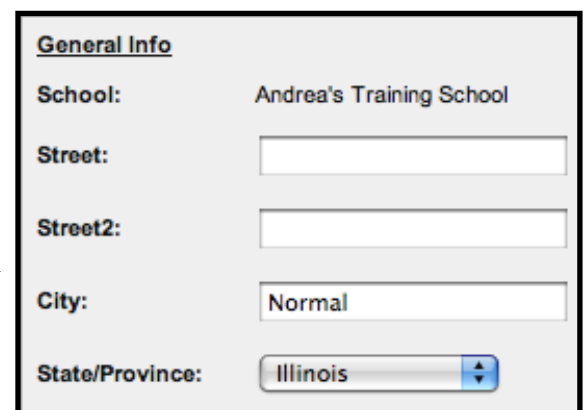
A school page is automatically generated for all Gaggle schools. All school pages are viewable by the entire Gaggle community AND the general public, unless a School Administrator chooses to hide the school from view (see below).

A user with a School Administrator or School Master access level can make changes to the school page by selecting **School Profile** from the **More Settings** dropdown on the **School Setup** page.

Use the fields on the Edit School Profile page to list important information about the school. Bolded fields are important topics that we highly encourage a school to complete. Click **Save** at the bottom of the screen to save the changes.

If a school does not plan on using the school Profile Page or wants to hide it from view, leave the state field empty. Remember, hiding the school profile page means that outsiders cannot browse the school page.

Chapter 7 Profile Pages

A school can place its own image on the school page - a picture of the school, the school mascot, or the school logo are a few examples. Follow these steps:

1. Use an image editing program to re-size the picture so it is exactly 80 pixels by 80 pixels.
2. On the Edit School Profile page, there is a section titled Layout Options. The option to insert or change the picture on the school's profile page is located under this section.
3. Click **Browse** to find the image.
4. From the window, find and select the picture file. Then click **Open**.
5. Double check that the image field now has the full path to the file. If so, the new file will be uploaded when **Save** is clicked at the bottom of the page.

Staff Pages

Staff pages provide basic information on a staff member within the school. They are an efficient, secure way for staff members to share information about themselves with students, parents, and colleagues.

A staff page is automatically generated for all staff members with a Gaggle account. By default, all staff pages are viewable by the entire Gaggle community AND the general public, but you can change the permission settings by going to the Edit School Profile page.

Staff members can make changes to their own page by logging into Gaggle with their unique user name and password, browsing to their profile page, and clicking the **Edit Personal Profile**. School Administrators and School Masters can also edit the pages of any user below their own access level.

Staff members can use the fields on the Edit Staff Profile page to list important information about themselves. All fields are optional. Bolded fields are important topics that we highly encourage users to complete. Click **Save** at the bottom of the page to save any changes.

Users can place their own image on the Profile page - a picture of themselves, their favorite vacation spot, or anything else. Follow these steps to add a picture to a profile page.

1. Use an image editing program to re-size the picture so it is exactly 80 pixels by 80 pixels.
2. On the Edit page, there is a section entitled Layout Options. The option to insert an image is under this section.
3. Click the **Browse** button to find the image.
4. From the window, find and select the picture file. Then click **Open**.
5. Double check that the image field now has the full path to the file. If so, the new file will be uploaded when **Save** is clicked at the bottom of the page.

School Administrators and School Masters have the option to turn this picture feature ON or OFF. If the box is checked, the picture will be visible on the profile page.

Users can have up to five websites linked from their page. Users must have both a "Label" and a "Link" (web address) for the link to show up on the page. Web addresses do not need "http://," but it works just fine if it is included.

Each staff page can display one free-form text message and one basic list of information. Our default labels are just suggestions. Users can share whatever information they want. Uncheck the boxes to hide various items on the page.

Chapter 7 Profile Pages

Student Pages

Student pages provide basic information on a student within the school. They are a fun and safe way for students to share information about themselves with their friends and teachers.

A student page is automatically generated for all students with a Gaggle account. By default, all student pages are viewable only by Gaggle users in the same school. A School Administrator can change the permission settings at any time by going to the **Edit School Profile** page.

Students can make changes to their own page by logging in to Gaggle with their unique user name and password, browsing to their profile page, and clicking **Edit**. School Masters and School Administrators can also edit the profile pages of their students.

Students can use the fields on the Edit Student Profile page to share important information about themselves. Students control everything on the page, so all fields are optional. Bolded fields are important topics that we highly encourage users to complete. Click **Save** at the bottom of the page to save any changes.

Students can place an image on their page - a picture of themselves, a cartoon character, their favorite pet, or anything else. Follow the steps on page 90 under the Staff Pages section.

School Administrators and School Masters have the option to turn this picture feature ON or OFF. If the box is checked, the picture will be visible on the profile page.

Students can have up to five websites linked from their page. Users must have both a "Label" and a "Link" (web address) for the link to show up on the page. Web addresses do not need "http://," but it works just fine if it is included.

Each student page can display one free-form text message and two lists of information. Our default labels are just suggestions. Students can share whatever information they want. Uncheck the boxes to hide these on the page. Teachers should educate their students about the importance of never posting any information that could be harmful to themselves or others.

Filtering of Content
All text entered by students is scanned for offensive words and phrases. Any attempt to save offensive text to a profile page will result in a warning and an email notification will be sent to the administrator of the student. In addition, all uploaded images are checked by Gaggle's Anti-Pornography Scanner.

District Pages

District Pages provide basic information about a school district and list all of the schools and their corresponding Profile Pages. A district page is automatically generated for all school districts with more than one Gaggle school. All district pages are viewable by the entire Gaggle community AND the general public.

Any user with a District Administrator access level or higher can edit the information by going to the Edit District Profile page. All of the options on the Edit District Profile page are very similar to the options on the Edit School Profile page.

Chapter 8 Blogs

Introduction and Project Ideas

Gaggle Blogs are a safe blogging solution to help protect students from the dangers associated with typical blogging sites. They provide a safe place where students can share their thoughts, ideas, and creativity. A blog, in its simplest form, is an online journal.

Gaggle Blogs are safer than other blogging sites because the teachers are in control. Teachers can decide if access to the student blogs is restricted to just within the class, school or district, or opened to the outside world. Teachers can restrict who can comment on the blogs, hide full names and email addresses, prevent pictures, and more.

Students are not the only people who will benefit from Gaggle Blogs. Educators all over the country are finding new and innovative ways to incorporate this emerging technology into their classrooms and daily curriculum. The following are some of the project ideas we have seen from other teachers.

Free Journaling/Creative Writing
Teachers can use blogs as free journals for students by requiring them to create daily or weekly journal entries. This activity helps students learn how to properly convey their thoughts in writing. This also provides a good outlet for young authors to share their creative writings and poetry.

Writing Prompts
Blogs can be used as a place for students to submit responses to writing prompts given to them by their teachers. For instance, this is a great way for English and Literature teachers to have their students post responses to different stories and books they are reading in class. Since the students can read each other's responses, they can easily read their classmates thoughts on the responses and learn from one another's feedback. Writing prompts can help the students better prepare for class discussions.

Literature Reviews
Students can use their blogs to post their literature reviews or book reports. Using blogs for book reports puts a new twist on this traditional assignment. Blogs can help promote literacy among students by allowing them to recommend and review books for their peers.

Current Event Log
Students can post a weekly blog entry on a current event from their local community, the country, or the world. They can write a short paragraph about the event and post a related picture in their blog. This activity helps students develop their writing and reading comprehension skills and increases their knowledge of current events.

E-Portfolio
An e-portfolio is an online archive of a student's work. This is a great way for students to keep a record of all of their papers, research projects, and other assignments throughout their school career. High school students can use e-portfolios to submit college applications online.

Message Board
Blogs can be used as another type of message board. Since students have the ability to post comments to other students' blog entries, a blog can become an elaborate online discussion with many different participants.

Research Findings
Students and teachers can share interesting research findings and statistics on their blogs. These research findings and statistics can be used to help educate others or for collaboration with other classmates on group projects and assignments.

Chapter 8 Blogs

With Gaggle Blogs, the possibilities are endless. Teachers can integrate the tools their students are already using at home in the classroom.

Blog Filtering

In addition to the teacher controls, Gaggle is the first web site to provide powerful tools for filtering blogs. Each blog entry is scanned against a blacklist of inappropriate words and phrases, and all graphic files are processed through Gaggle's Anti-Pornography Scanner. The APS filter even scans URLs to block web sites that contain pornographic content.

If a blog entry is blocked by the Gaggle filters, the entry is re-routed to the student's administrator for review before it can be posted. The blocked entry will be sent to the administrator as an email. The email will contain two links: one to unblock the entry and one to delete it. Administrators can then determine if the entry should be allowed and unblock it, or they can delete the entry.

Blog Settings

As with all Gaggle features, safety and security are an important part of the blogs. While we hope every school and district will allow their users to share their blogs with the rest of the Gaggle community, we give each school and district the power to determine the level of security that is appropriate for them.

Users with School Administrator access level and higher can access the Blog Settings from the School Setup page by clicking on the **Blog Settings** tab.

The following is a list of the different blog settings that can be altered by a school. (See page 95 for a more detailed description of these settings.)

Blog View Restrictions	Determines students' access to other blogs.
Blog Access	Controls who can create/view students' blogs.
General Public Password Required	Determines if a password is required to view General Public blogs.
Blog Approval Required	Determines if all blog entries must be approved by an administrator before posting.
Comment Access	Determines who is allowed to make comments to students' blogs.
Comment Approval Required	Determines if all comments must be approved by an administrator before posting.
Commenter Name Viewable	Determines if the name of the person making comments to a blog will be viewable, and if so, by whom.
Commenter Email Viewable	Determines if the email address of the person making comments to a blog will be viewable, and if so, by whom.
Allow HTML	Determines if blogs can be written with large fonts and colored text.
Allow Images	Determines if blogs can contain images (requires HTML to be allowed).
Color Scheme	Controls the default color scheme for the blogs.
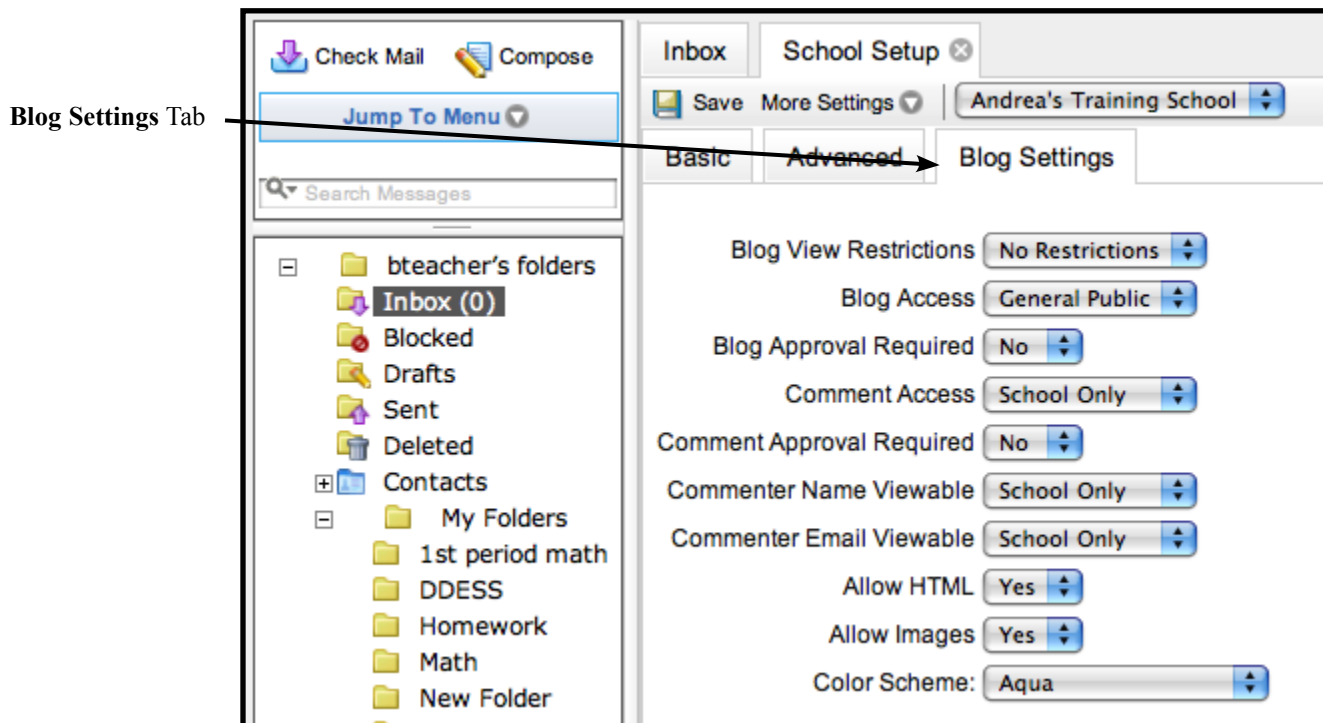
Blog Settings Tab

Getting Started

To access Gaggle Blogs, select **My Blog** from the **Jump To** Menu. The Gaggle Blog screen will open in a new window. Users can close or minimize the Gaggle Blog window to see the Gaggle email window below it.

Users will automatically be prompted to select a name for their Gaggle Blog before they can create any blog entries. A link is provided that will take users to their blog controls to create a name for their blog. Once a name is chosen for the blog, click **Update**, and users will be prompted to create their first blog entry.
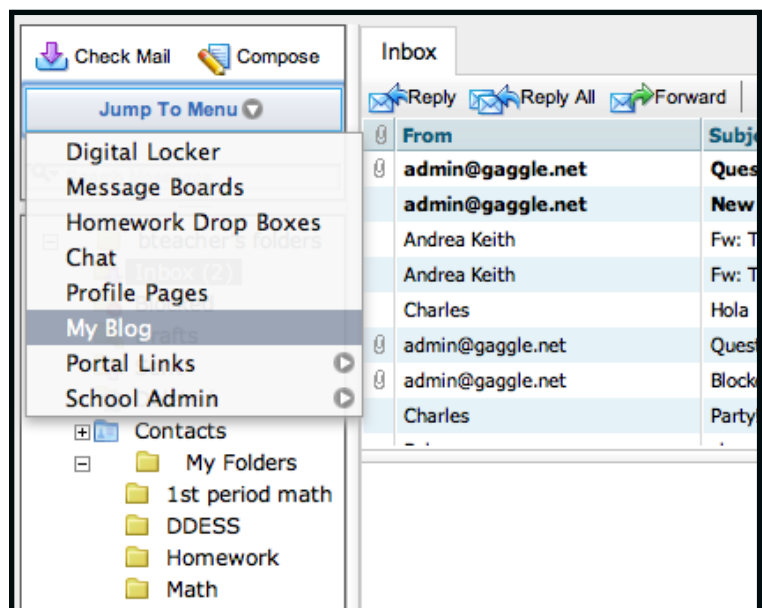
Click this link to
select a blog name.

Creating a Blog Entry

It is very simple for users to create new entries in their Gaggle Blog. The following steps will demonstrate how to create a new blog entry.

1. From the **Jump To** menu, select **My Blog**.
2. Click **Create New Blog Entry** at the top of the main blog page.

Click here to create a new entry.

3. Select a title for the entry and type it in the "Title" box provided.
4. Type the desired text in the box provided. If HTML is allowed, users can change the style, font, size, and color of the text. Users can also make their text bold, italic, or underlined, and can create numbered and bulleted lists. (Macintosh users need either Safari 2.0 or the Firefox web browser to create HTML text.)
5. To insert a picture, click **Add Image** from the tool bar. If images are turned off, this button will not appear. Another window will open displaying the digital locker contents for that user, where he or she can select which picture file they wish to add.
6. When finished, click **Submit New Blog Entry** to post the blog entry.

Type title here.

HTML text toolbar

Type text here.

Add Image icon
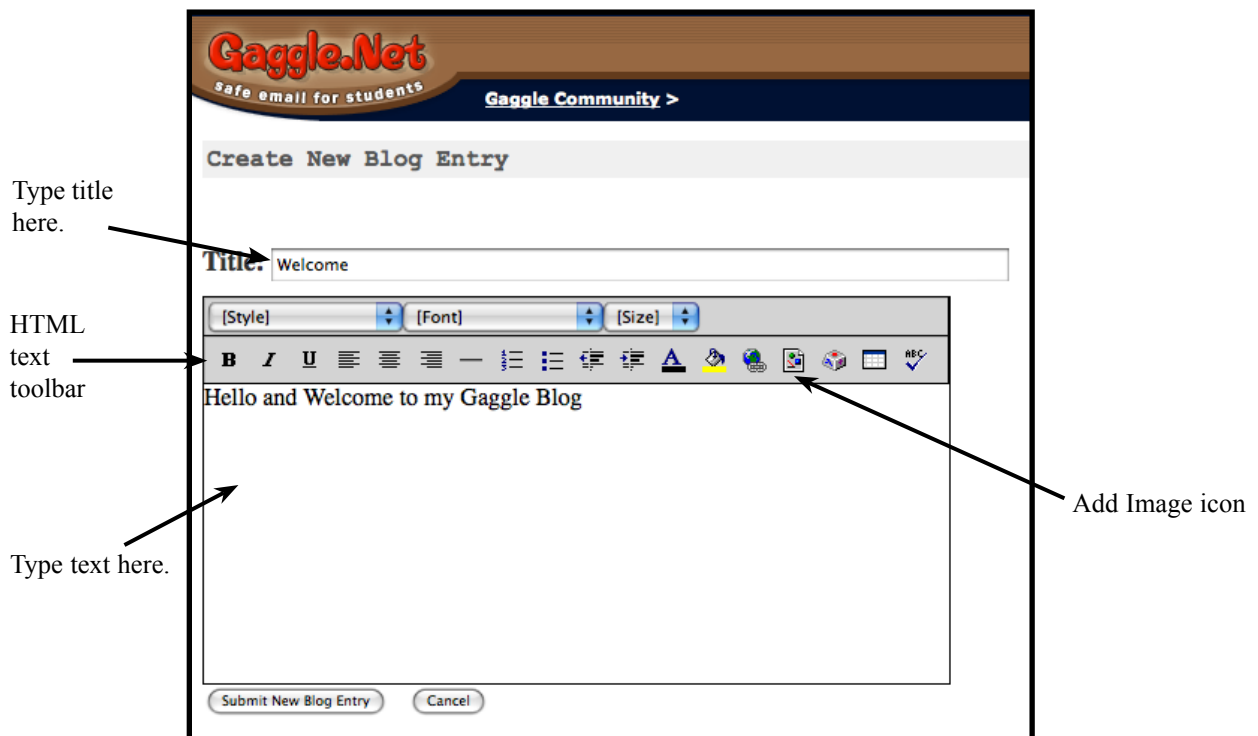
Chapter 8 Blogs

Once a blog entry is submitted, a user has the option of editing or deleting the blog entry. Below each blog entry are two different links: **Delete Blog Entry** and **Edit Blog Entry**.

If a user clicks **Edit Blog Entry**, the entry will open in the same text box where it was created. The user will be able to edit the entry and re-submit it by clicking **Update Blog** when finished. By clicking **Delete Blog Entry** link, the current blog entry will automatically be deleted.

Delete Blog Entry link

Edit Blog Entry link
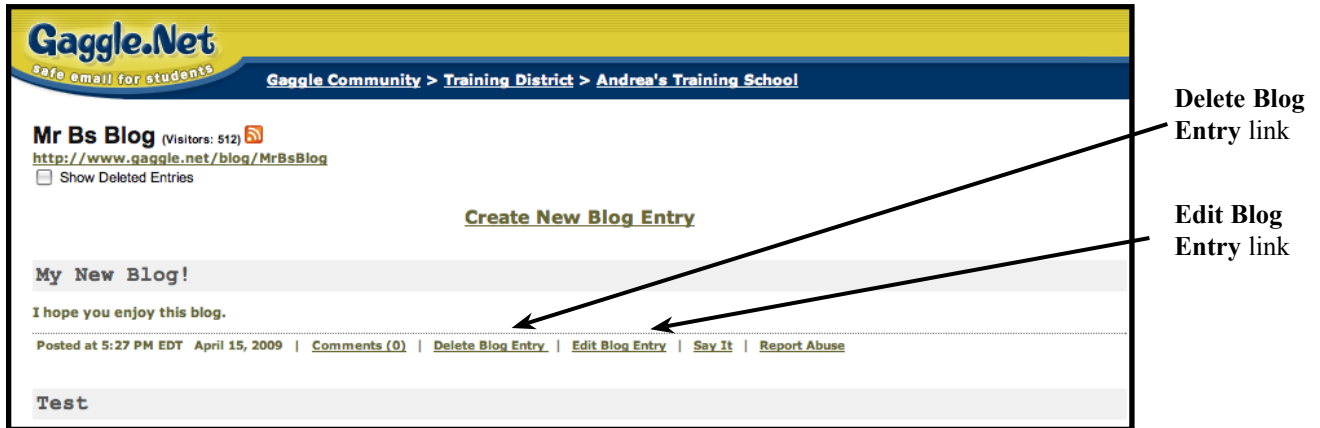
Educators have the option of editing or deleting blog entries from their students' blogs as well. When an educator is viewing a student's blog, he or she will have the option to view all of the deleted entries. A deleted entry consists of any blog entry that was deleted or edited by the owner of the blog or the educator.

In order to view the deleted entries, an educator can put a check mark in the box labeled Show Deleted Entries underneath the blog name. Each deleted entry will show the original entry and will display the word DELETED next to the title. To hide the deleted entries, uncheck the box at the top. To permanently hide a deleted entry, click on **Permanently Delete Blog Entry**. These entries will no longer appear, even when the Show Deleted Entries box is checked.

Show Deleted Entries box

Permanently Delete Blog Entry link
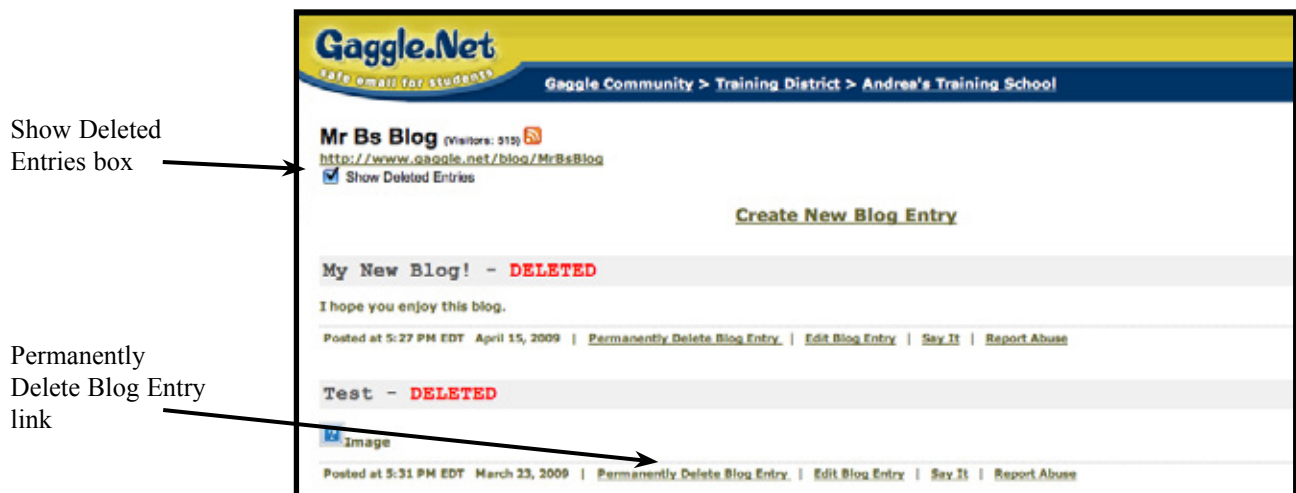
Chapter 8 Blogs

Viewing Gaggle Blogs

Part of the enjoyment of creating a blog is being able to see what other people are writing about. Depending on a user's access level, users may be able to view blogs from everyone in their school, district, or Gaggle wide.

There are two different ways to view other users' blogs. The following are instructions for viewing other Gaggle Blogs within a user's school or district.

1. Open the **Contacts** folder and click on **Directory**.
2. Next to each person's name are three different links: Locker, Profile, and Blog. The Blog link will only be active if a user has created a blog and if the user logged into Gaggle has access to the person's blog.
3. Click on **Blog**, and the person's blog will open in a new window.

Users can also search for Gaggle Blogs in the same way they can search for Profile Pages. From a user's personal blog page, click on the Gaggle Community link at the top of the screen and continue to follow the search instructions listed on page 88 of Chapter 7. After selecting a school, all of the blogs that have been created in that school group will appear in a list.

Adding Blog Favorites
All users have a list titled "My Favorite Gaggle Blogs" on the right hand side of their personal blog page. This allows users to share some of their favorite blogs with others. While users are viewing other people's blogs, they have the option of adding a blog to their list of favorites. By adding a blog to the favorite list, a hyperlink will be created in the users "My Favorite Gaggle Blogs" list. Other people can then view that user's favorite blogs by clicking on the links.

Chapter 8 Blogs

The following instructions explain how users can add a blog to their favorites.
1. When viewing another user's blog, click **Add this blog to my favorites** in the top right hand corner.

Click here to create a
Favorites link.
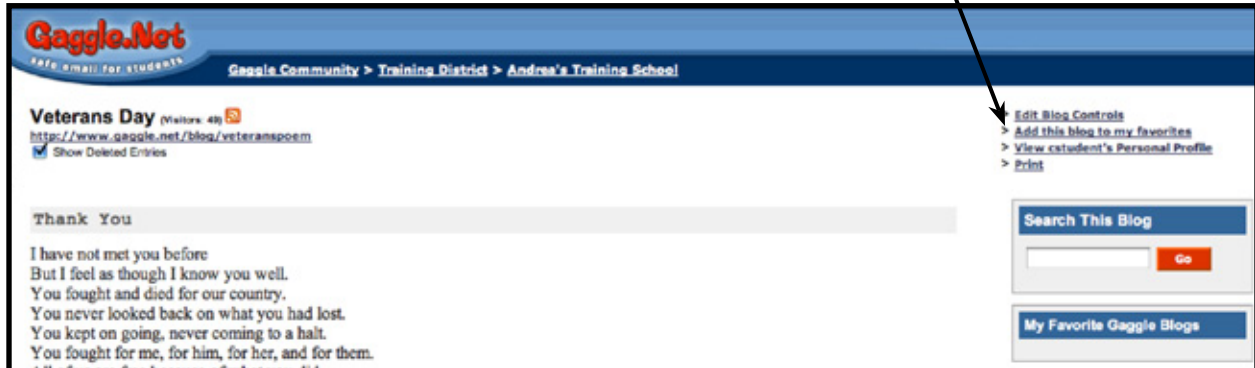
2. Users will be given the option to add a comment line to the blog favorite which will appear in parentheses
   below the link.

Type comment here.   **Create Link**
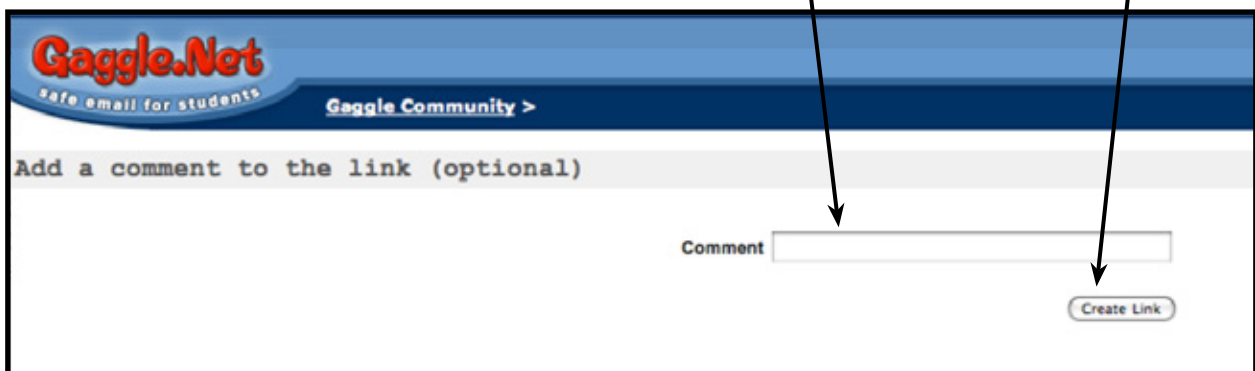
3. Click the **Create Link** when finished. The blog link and comment will be added to the user's list of favorite
   blogs
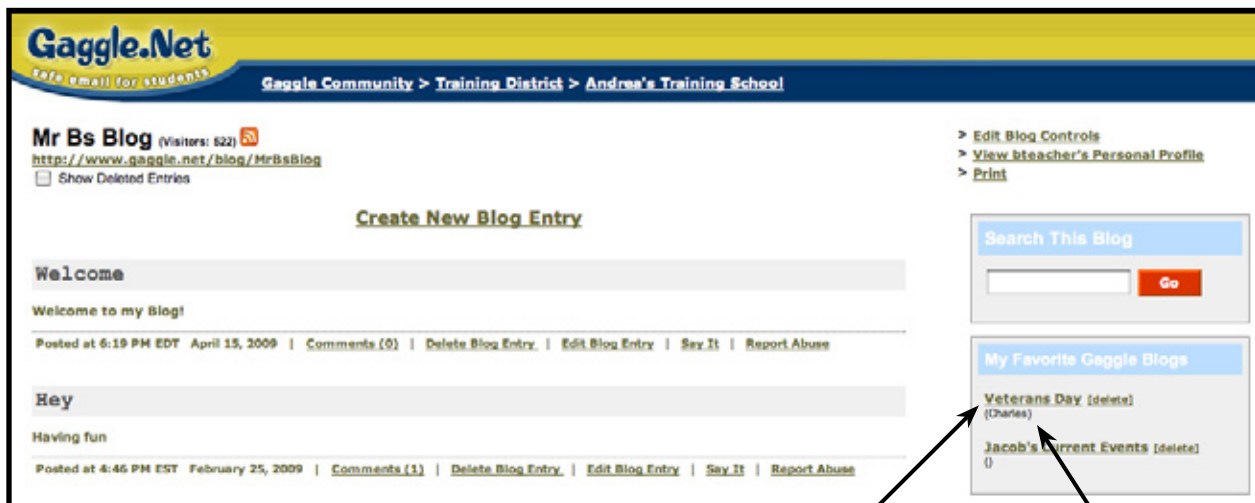
Blog link   Comment line

Chapter 8 Blogs

Blog Comments

A **Comments** link with a number next to it in parentheses at the botom of each blog entry indicates the number of comments posted to that blog entry.

Comments link

Posting Comments to a Blog

To add a comment to a blog entry click on the **Comments** link. The comment box will open in a new window and the user will be able to see all of the previous comments posted. At the bottom, there will be a section to post a comment. The comment box has all of the same functions as the box for creating a blog entry. Click **Submit Comment** when finished, and the most recent comment will appear at the top of the screen.

Previously posted comment.

Name and email address of commenter and date and time of post.

Type comment here.

Submit Comment button
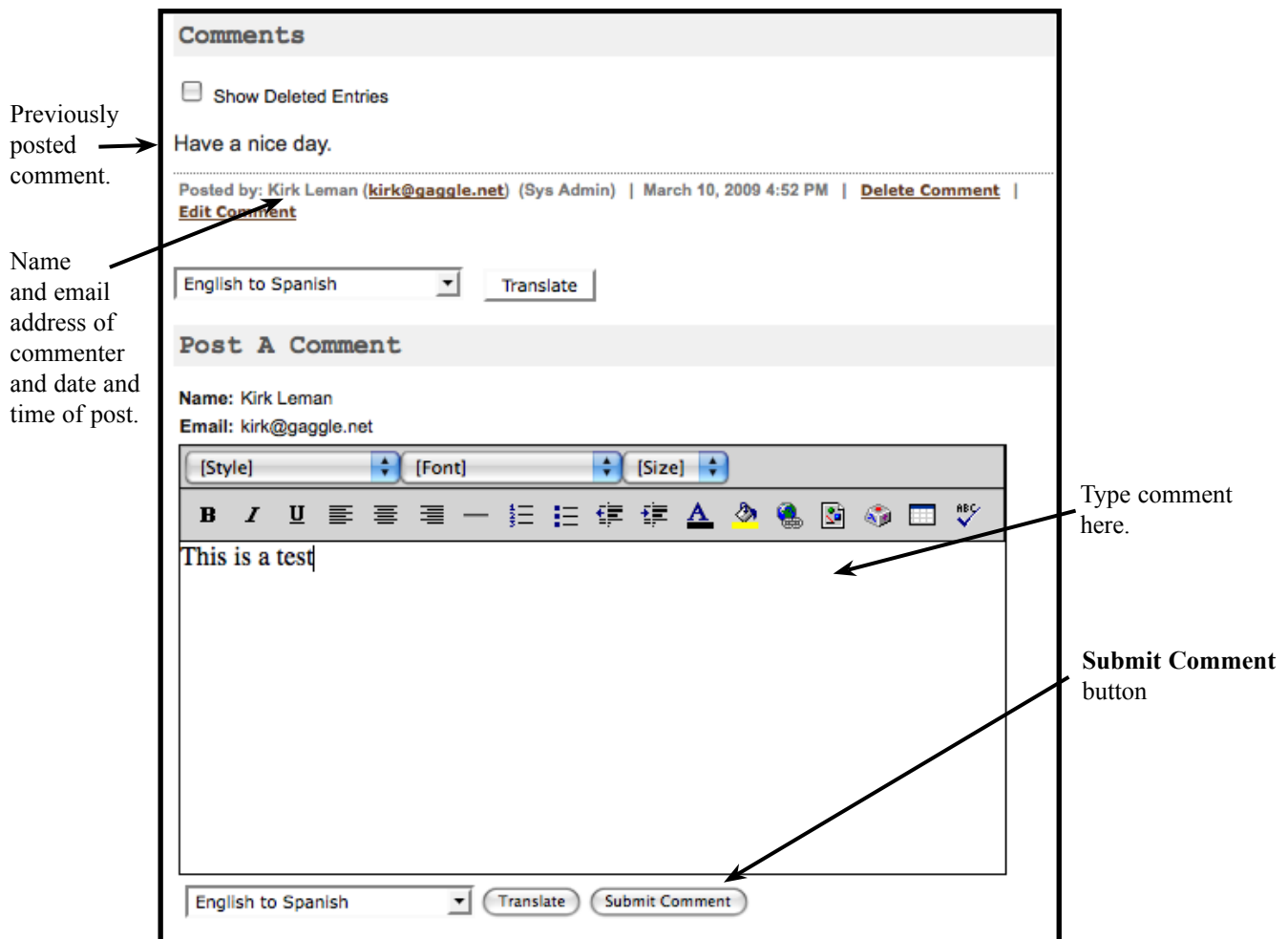
Chapter 8 Blogs

Editing/Deleting Comments

Commenters have the option to edit or delete comments they have made to different blog entries. When commenters click **Comments**, they will be able to view all of the comments that have been made to the entry. Below the specific comment, there will be two different links: **Delete Comment** and **Edit Comment**.

Delete Comment link
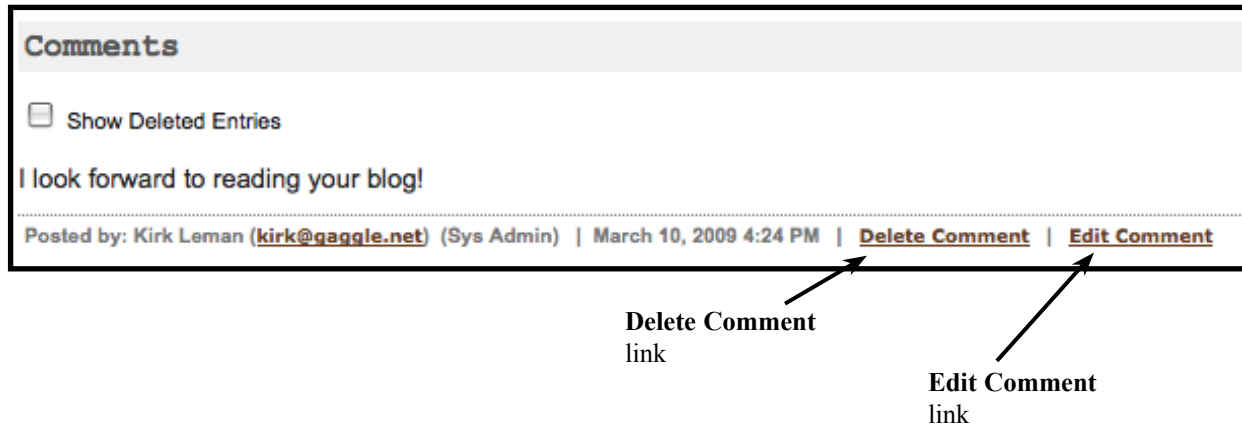
Edit Comment link

The **Edit Comment** link will open the comment in a text box and allow the user to edit and re-submit the comment. By clicking the **Delete Comment** link, the comment will no longer visible to other students.

Educators have the option of editing or deleting comments from their students' blog entries as well. When educators are viewing the comments on a student's blog, they will have the option to view all of the deleted comments. A deleted comment consists of any comment that was deleted or edited by the owner of the blog or the educator.

Show Deleted Entries box
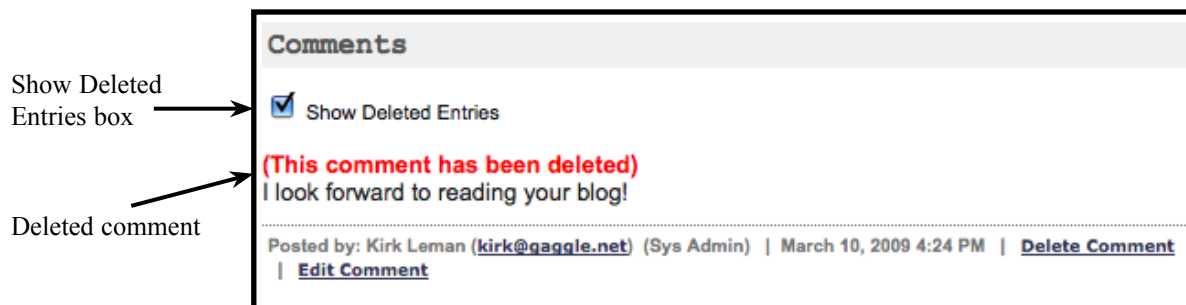
Deleted comment

In order to view deleted comments, put a check mark in the box labeled **Show Deleted Entries** at the top of the screen. Each deleted comment will show what was originally written and will display the phrase "This comment has been deleted" in parentheses above the original comment. To hide the deleted entries, uncheck the box at the top.

Chapter 8 Blogs

Deleting Blogs

Educators have the ability to delete a student blog at any time. By deleting a blog, all of the entries and comments will be lost.

The following instructions explain how to delete a student's blog from his or her blog page.

1. When viewing a student's blog, click **Edit Blog Controls** in the top right hand corner. This will display the student's specific blog settings.
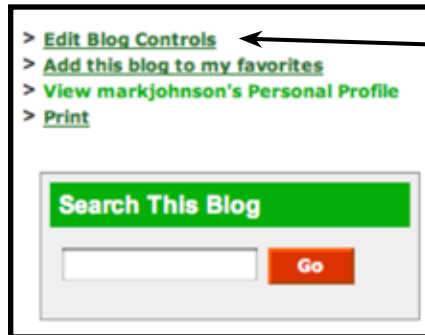
Click this link to edit a student's blog controls.

2. At the bottom of the page, type "yes" in the text box and click the **Delete** button.

Delete button

Chapter 8 Blogs

Turning off Blog Access

Educators have the ability to turn off the blog feature for their students. By turning off this feature, students will not be able to create their own blogs. Educators can turn off blogs for the entire school, a group of students, or on an individual basis.

Turning off Blogs for Entire School

An educator can turn off the blog feature for an entire school from the Blog Settings tab on the School Setup page. Select **No Blogging** from the **Blog Access** menu to turn off the blog feature for the entire school. The My Blog link will be removed from the students' Jump To menus. Turning the blog feature off in this manner will only affect users whose Blog Access level is set to Default.

Turning off Blogs for Select Students

An educator can turn off the blog feature for a group of students or an individual student via the User List page. The following instructions describe how to disable blogs from the User List page:

1. Click on the **Jump To** menu, scroll over **School Admin** or **Student Admin**, and click on the **User List** option.
2. Select an individual student or group of students from the list.
3. At the bottom of the page, click on the **Blog** tab.

4. Select **No Blogging** under the **Blog Access** drop down menu.
5. Click **Save**.
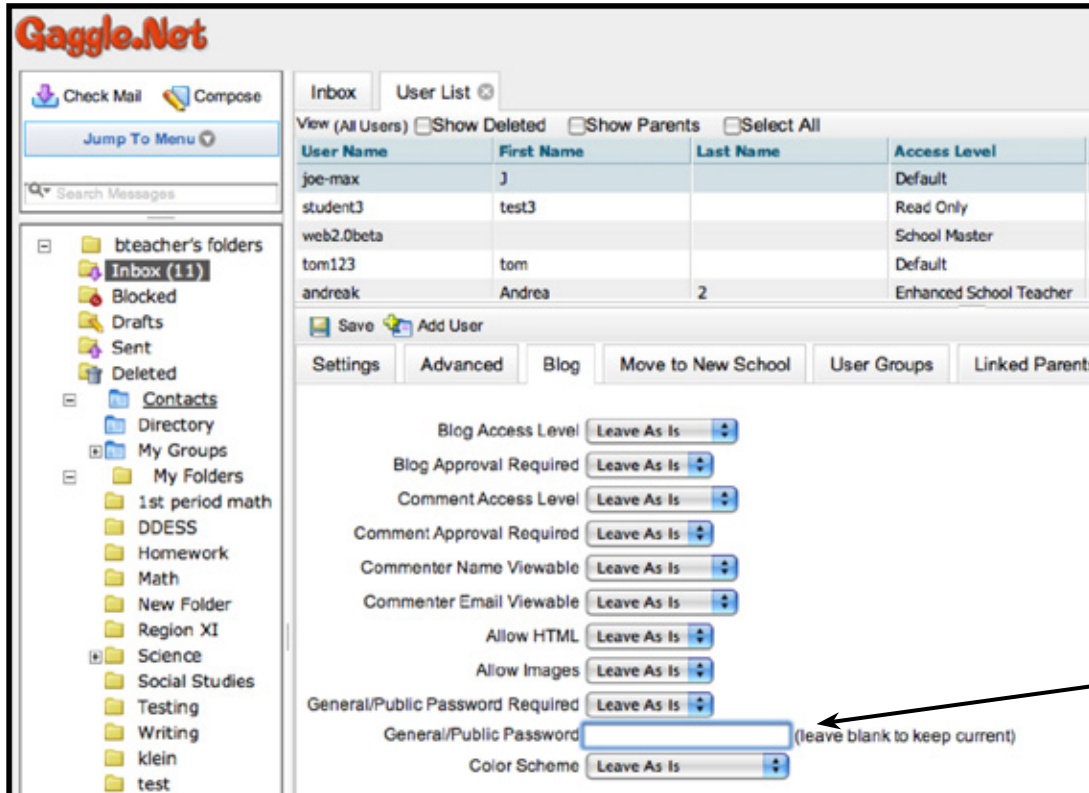
Other blog settings can be changed for individual students or groups of students in this same manner.

Chapter 8 Blogs

General Public Password Required

Educators have the option to password protect blogs that are available to the General Public. This setting will prompt non-Gaggle users to provide a password in order to view the blogs.

To password protect a General Public blog, select **Yes** in the **General Public Password Required** drop down menu. A text field labeled General Public Password will automatically appear. Type the desired password and click **Save**.

Type password here.

Blog Approval Required

This setting allows educators to decide if they want to view all student blog entries before they are posted. When this feature is turned on, all blog entries will be sent as an email to the educator's Inbox. The educator can decide to unblock or delete the blog entry by clicking on the links provided in the email.

If an educator is viewing a student's blog and there are entries waiting for approval, he or she will have the option to unblock the entry while viewing the blog. The entries waiting approval will have the word "BLOCKED" next to the title and there will be links to unblock, delete, or edit the blog entry highlighted in red. To unblock an entry, click **Unblock Blog**.

Unblock Blog link

Comment Access

This access level allows educators to decide who can make comments to the blogs.

None	No comments will be allowed on the blogs.
Class Only	Only users with the same administrator can make comments to the blogs.
School Only	Only users from the same school can make comments to the blogs.
District Only	Only users from the same district can make comments to the blogs.
Gaggle Only	Only Gaggle users can make comments to the blogs.
General Public	Anyone, including non-Gaggle users, can make comments to the blogs.
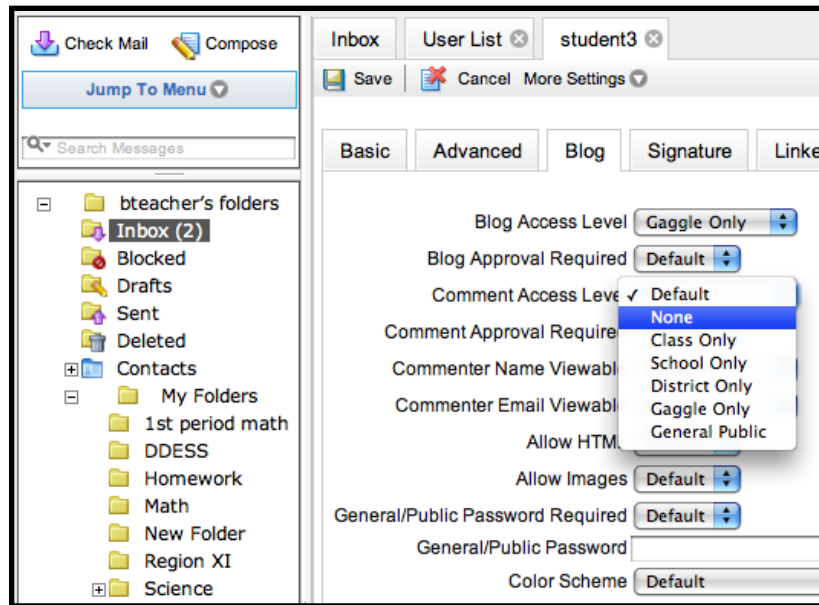
Comment Approval Required

This setting allows educators to decide if they want to view all comments to the student blogs before they are post-ed. When this feature is turned on, all comments will be sent as an email to the educator's Inbox. The educator can decide to unblock or delete the comment by clicking on the links provided in the email.

If an educator is viewing the comments on a student's blog and there are comments waiting for approval, he or she will have the option to unblock the comments while they are viewing the blog. The comments waiting approval will have the links to unblock, delete, or edit the comments highlighted in red, below the text. To unblock a com-ment, click on the **Unblock Comment** link provided.
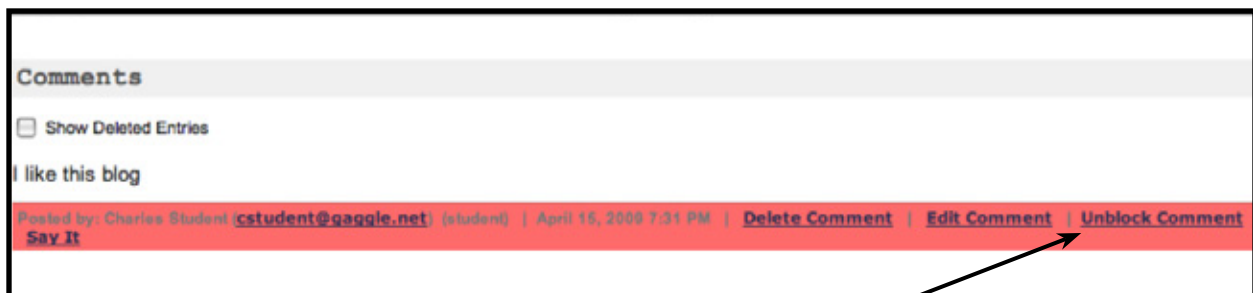
Unblock Comment link

Commenter Name and Commenter Email Viewable

Educators have the ability to control if the names and email addresses of the people posting comments to the blogs will be viewable. These are two separate menus on the Blog Setup page, but the access levels are exactly the same for both menus.

None   No names or email addresses will be viewable.
Class Only   The names and email addresses are viewable only to members who have the same administrator.
School Only   The names and email addresses are viewable only to members of the same school.
District Only   The names and email addresses are viewable only to members of the same district.
Gaggle Only   The names and email addresses are viewable only by Gaggle users.

Allow HTML

By allowing HTML, students will be able to make changes to their text, such as the font, font color, background color, and underlining. To allow HTML in the blogs, check the box provided and click **Save**.

Allow Images

This feature determines whether or not students will be allowed to post pictures in their blogs. To allow pictures in the blogs, check the box provided and click **Save**. In order for students to post pictures to their blogs, the HTML feature must also be enabled.

Allowing images also allows users to put files such as Word documents, audio files, and mp3s into their blog. Using this feature, the blog can be used as a podcasting repository.

Color Scheme

This feature determines which interface color scheme will be used for the student's blog. Users can change their color scheme after they create their blog.

Other Features

Gaggle Blogs have other convenient features for users who are viewing and searching blogs.

Search

A search box is located on each user's blog. Blog entries can be searched for specific phrases, such as algebra, ballet, or football. To perform a search, type a keyword or phrase into the text box provided and click the red **Go** button. Any blog entries that contain the word or phrase will appear at the top of the screen. In order to return to the full blog list, click the clear search link in the search box.

Type keyword or phrase here.

Go button

clear search link

Blog entry was created on this day.

Calendar

A calendar is provided with each blog to help people quickly search for specific blog entries by date. A hyper-link is created for each day a blog entry was made. Viewers can click on a specific day and the blog will automatically jump to the entry for that day.

Chapter 8 Blogs

RSS Feeds

Users have the option to subscribe to Gaggle Blogs using RSS feeds. An RSS feed is a means of subscribing to content instead of browsing web pages. In other words, it allows a user to receive automatic updates to blogs and websites where the content is constantly changing. To subscribe to a blog via RSS, a user will need an RSS News Reader program. Internet Explorer and Mozilla FireFox have an RSS Reader built in and there are several specialized RSS Readers such as SharpReader, NetNewsWire, AmphetaDesk and Radio UserLand.

When an RSS feed is established, it creates a link in the Reader that looks for updates on the blogs to which a user has subscribed. The RSS feed does not automatically send a notification when a blog is updated, but it provides a localized place where a News Reader can check for updates on numerous blogs without having to visit each blog one by one.

RSS Feeds Using Internet Explorer 7

1. When a user is viewing a blog that he or she wishes to subscribe to, click on the orange **RSS** icon next to the blog name.

RSS icon
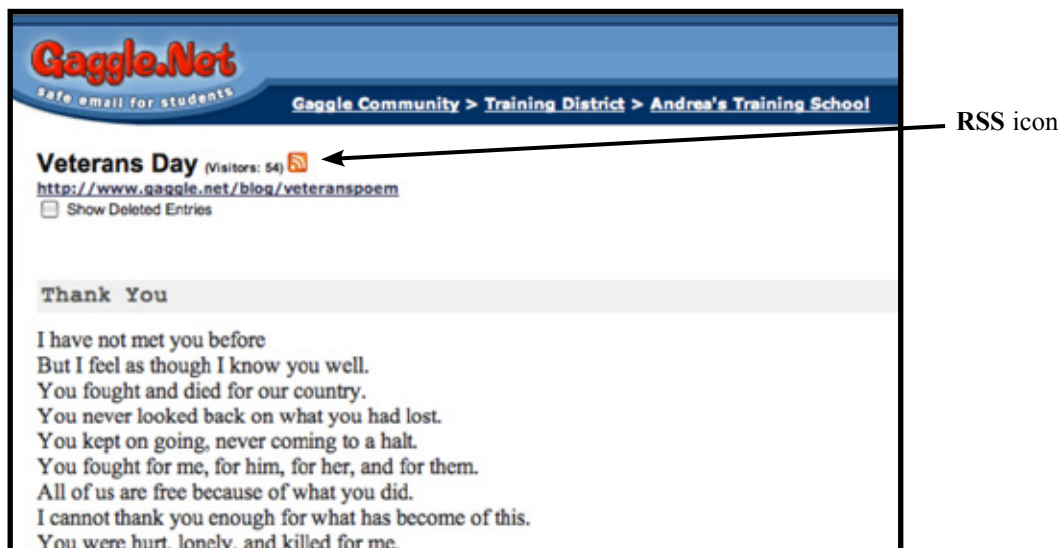
2. On the next screen, click **Subscribe to this feed**.

Subscribe to this feed link

3. Next, the user will be prompted to create a name for the feed and select a folder in the browser favorites where the feed will be saved. We suggest that users save their RSS feeds in the **Feeds** section of their favorites. Next, click the **Subscribe** button.

4. To view the RSS feeds, click on the **Star** icon in the upper left hand corner of the browser to view the Favorites.
5. Click on **Feeds** to view all RSS feeds.
6. Click the name of any of the RSS feeds to view the updated blog entries.

Favorites icon
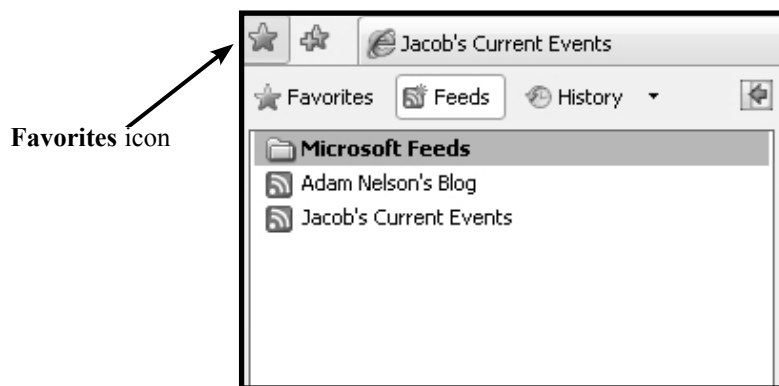
RSS Feeds Using Mozilla Firefox 2.0

1. When a user is viewing a blog that he or she wishes to subscribe to, click on the orange **RSS** icon next to the blog name.

RSS Icon
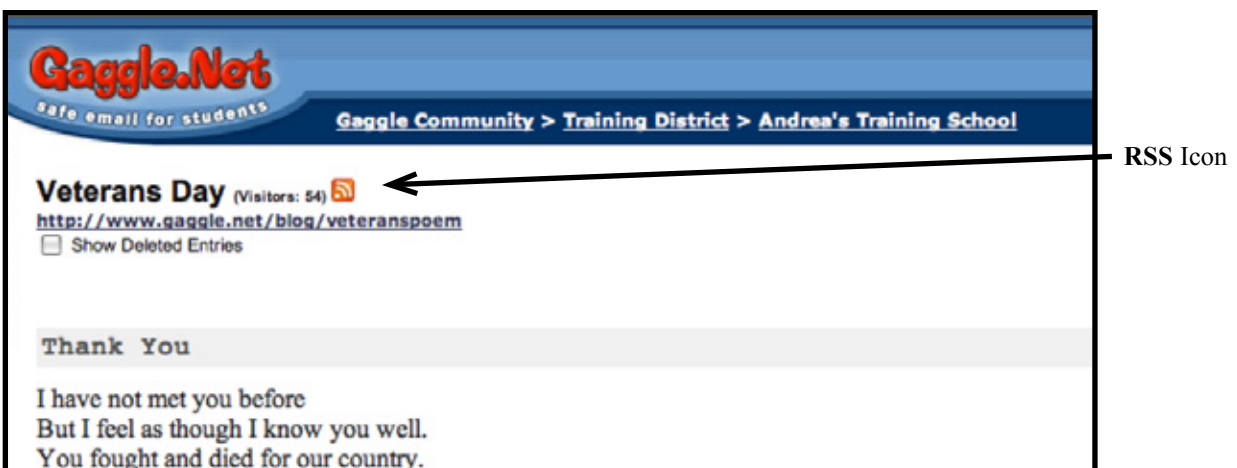
2. Choose the option to subscribe to this feed using Live Bookmarks and click **Subscribe Now**.

Subscribe Now button
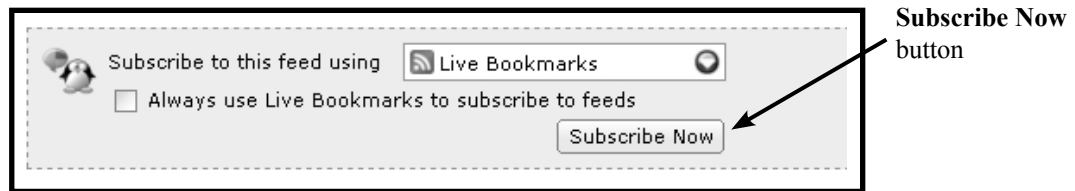
3. The user will be prompted to create a name for the feed and select a folder in the browser favorites where the feed will be saved.
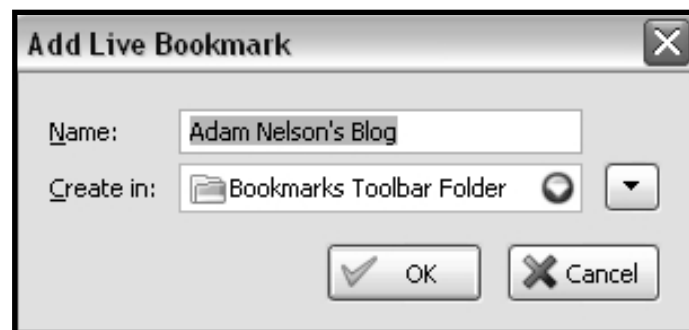
4. To view the RSS feeds, click on the Bookmarks option in the browser window and locate the folder where the feeds are saved. The RSS feed will automatically show any new entries to a blog when the cursor is moved across the blog title.
5. Click on the title of a new entry to view it in the current browser window.
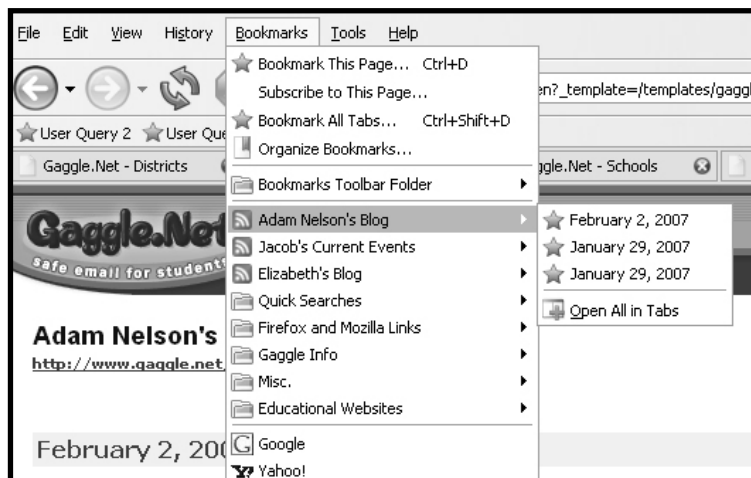
Users also have the option to view RSS feeds in alternative RSS readers, such as Google Reader or My Yahoo.

Chapter 8 Blogs

User Authentication

Gaggle Blogs have numerous access levels that determine who can view a user's blog. As such, we have implemented a user authentication feature. The authentication feature determines if the person subscribing to the RSS feed has permission to view the particular blog.

If a Gaggle Blog is set to the General Public access level and does not require a password, a user will not be prompted to authenticate themselves when viewing the RSS feed. If a Gaggle Blog is set to the General Public access level and does require a password, only the titles of the blog entries will be available through the RSS feed. When users click on the title of the blog entry, they will be prompted to enter the blog's password before the content will be accessible.

If a Gaggle Blog is set to one of the other access levels (District Only, School Only, etc.), the RSS feed will require users to authenticate themselves using their Gaggle username and password and enforce the selected authorization requirement. This authorization check will determine whether a user has permission to view the contents of the blog.

**Note: Although many of the RSS readers (including Internet Explorer and Mozilla FireFox) support this type of password-protected feed, some may not. Check the capabilities of an individual RSS feed reader to be sure.

Using RSS Feeds with Student Blogs

As stated previously, an RSS feed allows a user to receive automatic updates to numerous blogs in a localized place. RSS feeds are especially helpful in keeping educators informed and up-to-date with all of their students' blogs. Instead of checking each student's blog individually, educators can use RSS feeds to compile all of their students' blogs in one place and check for updated entries. Not only can educators check for updates, but it also allows them to check the content of their students' blogs for appropriate use and view the specific entries they wish to comment on.

Chapter 9 Homework Drop Boxes

Introduction

Gaggle's Homework Drop Boxes were created for teachers to easily collect assignments from their students. A drop box can be created for each class or period with sub folders for specific assignments and all communication on the assignment can then be viewed in one location. Teachers can not only post assignments, but they can reply to their students submissions within the drop box. Submissions to the drop boxes do not count towards storage limits and bypass the safety filters because students can only submit information to their teachers.

Most teachers will want to create a drop box for each class or period they teach. For example, Mrs. Keith might create Keith's Period 1 Lit, Keith's Period 2 English , and so on. Within each drop box, a folder for each assignment will be created. We recommend creating a User Group (see Chapter 2) for each class prior to creating Drop Boxes, because the User Group can be selected as the Specified Members when the box is created. Please be aware that User Groups are not actively connected to the drop boxes, so adding a new student to an existing User Group will not automatically add that user to the existing drop box.

Creating Homework Drop Boxes
1. Click on the **Jump To** menu, scroll over **School Admin or Student Admin,** and click on **Edit Homework Drop Boxe**s.
2. Click **Add** in the upper left corner.
3. Name the drop box and check the appropriate boxes.
4. Choose who can access this drop box. District wide will create a box visible to all users in the District. Schoolwide is for all users in that school, and Class Only will be visible to only those students who are assigned to the same administrator in Gaggle.
5. Click **Save New Drop Box**.
6. To add users to a specified users drop box click the box name in the list add click **Add Members** to bring up a list of users. Use the **View** button to bring up a subset like a User Group or work from the entire school list. Select the users allowed to access that box by clicking on the check box to the left of the name. Click **Add Selected Users**.

Chapter 9 Homework Drop Boxes

Using Homework Drop Boxes
1. Click on **Homework Drop Boxes** in the **Jump To** menu. Double click the desired Drop Box Name.
2. An Assignment Folder must be created first to receive any student submissions. Click **New Assignment Folder** to create one.
3. Fill in assignment name in the subject field. You can type a message in the text box and attach a file.
4. Click **Submit** to save the folder to the Drop Box.
5. View submitted assignments in a box by clicking the + next to the folder, and then clicking a submission.
6. An email message notifying students of a new or revised assignment can be sent by right-clicking the folder name. Choose either Email Drop Box Members to send to all members or Email Assignment Responders to send to only those who have already submitted an assignment.
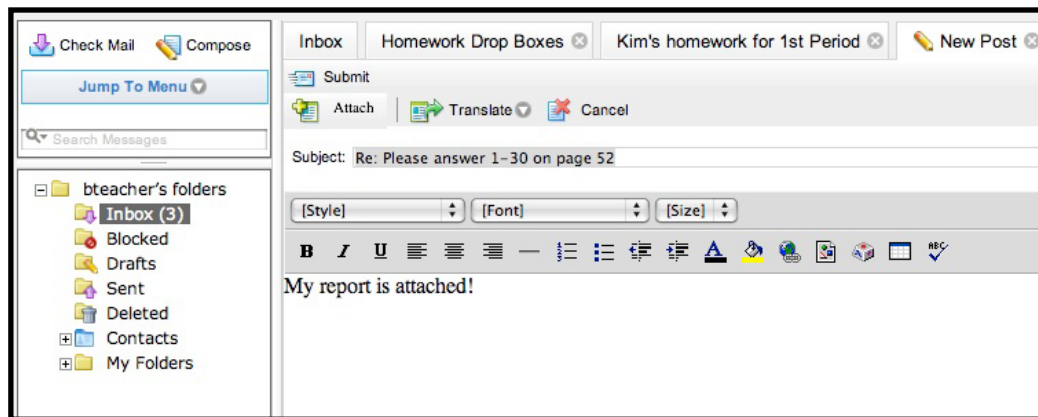
Student Submissions to Drop Boxes
1. Students can submit assingments by clicking **Homework Drop Boxes** on their Jump To menu. Only drop boxes that the student has access to will be visible. These will be categorized by District, School, and Specified Drop Boxes. Click the + to view the Boxes in that category.
2. To submit an assignment, double click the drop box, and click the appropriate assignment folder to highlight it. The assignment information and any attachments will display in the reading pane.
3. Click **Submit Assignment** to bring up the message screen. Click **Attach** to attach a file and/or type a message in the text box.
4. Click **Submit**. An email confirmation will be sent to the student confirming receipt of the assignment.
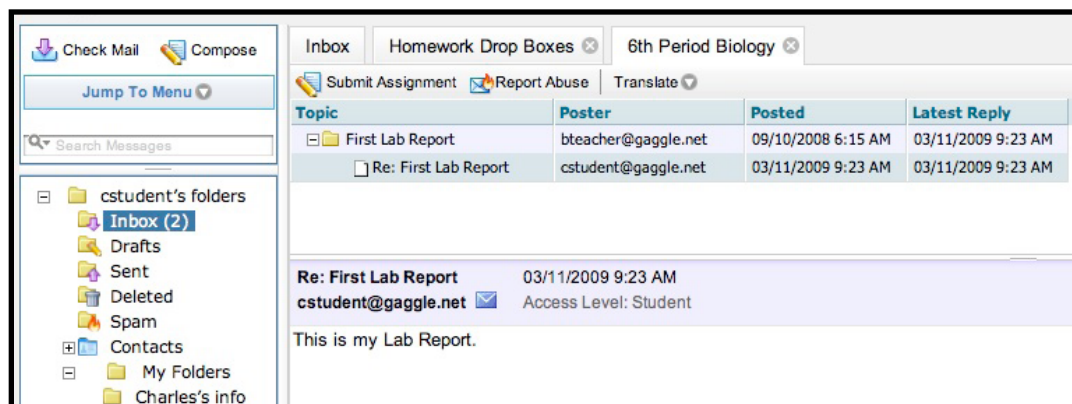
Deleting Users assigned to a Homework Drop Box
1. Click on the **Jump To** menu, scroll over **School Admin**, and click on **Edit Homework Drop Boxes**.
2. Click on a homework drop box to see a list of users displayed at the bottom of the screen.

3. Uncheck the box next to the user's name and click **Save Unchecked**.
4. A popup box will display stating Removed 1 user from the title of the homework drop box that was selected. Click **OK**.

Save Unchecked

Deleting/Renaming Folders and Assignments within a Homework Drop Box

1. Select **Homework Drop Boxes** under the **Jump To** menu.
2. Double click on the drop box that you wish to modify.
3. Right click on the assignment or folder and select **Delete** or **Rename**.
4. If Rename was selected, type the new name in the text field of the assignment/folder.
5. If Delete was selected, a popup box will appear asking if you are sure you wish to delete this item. Click **OK**.

Chapter 10 Portal Links

Portal Links

Portal Links are a way to customize the Jump To menu so users can easily go to other sites and other web-based services the school or district is utilizing. Students can quickly access other services like Moodle or research sites without having to remember multiple website addresses and login information. Using Gaggle's Portal Links will increase usage of these sites by making them easily accessible from school and home.

These links may be frequently used websites that do not require any login or can include login information that automatically logs the user into the site without having to enter a username and password. Portal Links can only be created by School Administrators or higher, but can be created for only certain user types to access. For example, a link to a World Book account may be accessible to all users in the district, while a link to a Curriculum Mapping service would only be visible to educators. Additional information can be added to each link to identify or login users to the particular system the link points to. In this way, the Gaggle portal feature is like a simple Single Sign-on feature.

There are two types of Portal Links in Gaggle: system links and specified parameters links. System links are the easiest to create. They take users to websites that require either no login information, or uses the same login information for all users. Subscriptions to an encyclopedia or research database are examples of System Links. User Specified Parameters links are more complicated to create because every user has their own unique login information, like Moodle or Google Apps. These require a csv file upload with the parameters linked to a User Identifier in the Gaggle system.
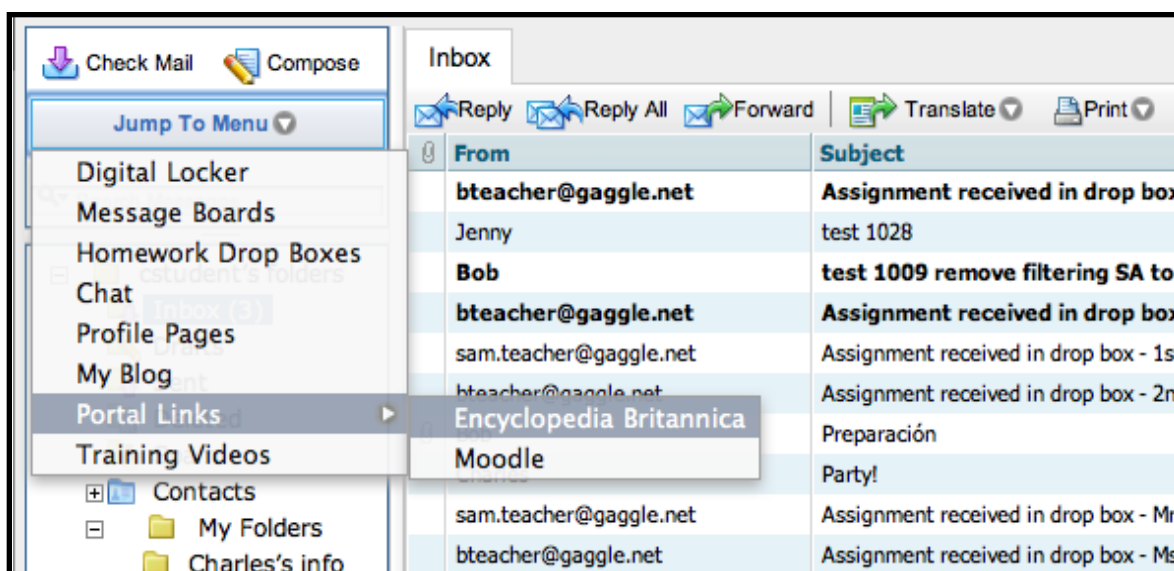
Creating System Portal Links
1. Click on **Jump To** menu, select **School Admin** or **District Admin**, then click **Edit Portal Links**.
2. Click **Add** at the top of the tab.
3. Select the Link Type as **System Link**. A System Link will use either no login information or a common set of login data for all users.
4. A District Administrator or higher can set the **Link Scope** to create a district wide link or a link for a specific school.
5. Choose the **Minimum Access Level**. This is the lowest level user who will see the link in their Jump To menu. For a teacher only link, set this to **School Teacher**.
6. Choose the **Maximum Access Level**. This is the highest level user who will be able to see the link in their Jump To menu. For a student only link, set this to **Student**

7. Choose whether the Link is enabled. Once enabled, it will show in the users' **Jump To** menu. This is a way to turn a link on and off without deleting it completely.
8. Type in the Link Display Name. This is what the link will be called in the Jump To menu.
9. Enter the Base URL. This is the specific URL or web address that contains the login entry screen for that site. BE CAREFUL! This is frequently not the same URL as the general service site. For example, www.worldbook.com would not be the base URL for a district Worldbook subscription. To find the Base URL go to the login page and copy the URL from the address bar. Gaggle also has a listing of many common Base URLs.
10. Enter the required parameters. The number of parameters will differ from site to site, but most will require a username and password. Follow the parameter names displayed on the login page and enter values specific to your school or district login.
11. Click **Save** at the top of the pane. The system will confirm the link has been created.

Creating User Specific Portal Links

1. Click on the **Jump To** menu, choose **School Admin** or **District Admin**, then click **Edit Portal Links**.
2. Click **Add** at the top of the tab.
3. Set the Link Type to **User Specific Parameters**. A User Specific Parameters link is used when users have their own individual login information.
4. A District Administrator or higher, can set the **Link Scope** to create a district wide link, or a link for a specific school.
5. Choose the **Minimum Access Level**. This is the lowest level user who will see the link in their Jump To menu. For a teacher only link, set this to **School Teacher**.
6. Choose the **Maximum Access Level**. This is the highest level user who will be able to see the link in their Jump To menu. For a student only link, set this to **Student**.
7. Set the Link Enabled to **No**. Once the csv file with the user parameters has been successfully uploaded and tested, you will reset it to **Yes**.

8. Type in the Link Display Name. This is what the link will be called in the **Jump To** menu.
9. Enter the base URL. This is the specific URL or web address that contains the login entry screen for that site. BE CAREFUL! This is frequently not the same URL as the general service site. For example, www.worldbook.com would not be the Base URL for a district Worldbook subscription. To find the Base URL go to the login page and copy the URL from the address bar. Gaggle also has a listing of many common Base URLs we can provide.
10. Select the User Identifier. This determines how users in Gaggle are matched with their login information for the site being linked to. The most commonly used identifier is the Gaggle Username. A student or staff ID can only be used if that field has been populated in Gaggle when the accounts were created. A final option is the Gaggle User ID, which is the number assigned by our system when the account is created, and can be located at the top of the personal settings page.
11. Enter the required parameters. The number of parameters will differ from site to site, but most will require a username and password. Follow the parameter names displayed on the login page. The individual value data will be uploaded through a csv file.
12. Click the link to Upload Params File and select the prepared csv file containing the User Identifiers and their corresponding parameters, or enter the data manually in csv format.
13. A pop-up box will confirm the link was created and how many users' parameters were uploaded. If it was unsuccessful, the message will explain the reason, for instance, "user not found."

User Indentifier

Chapter 10 Portal Links

Preparing a User Specified Parameters CSV file

A comma separated values file is used to upload the parameters. Up to six parameters can be entered in the following format:

UserIdentifier,param1,param2,param3,param4,param5,param6

The User Identifier will be the Gaggle Username, Student/Staff ID, or the Gaggle User ID. The parameters will be those required by that site for logging in.

In the following example, the User Identifier is the Gaggle Username, and the required parameters for the site are User Name, Password, and District.

Example: For a student whose Gaggle username is jsmith234, has a site user name of "smith," password of "password," and District of "cfb," the format would be "jsmith234,smith,password,cfb."

Do not include a header row in the csv file, and be sure the order of the fields follows the order of the parameters listed in Step 11.

Editing User Specified Links

Once a link has been created, users may need to be edited or added. Go to **Edit Portal Links** on the Admin menu and click the link name to edit.

The current data can be checked by clicking the Download Existing Parameters link . The file generated will display all of the current user parameters.
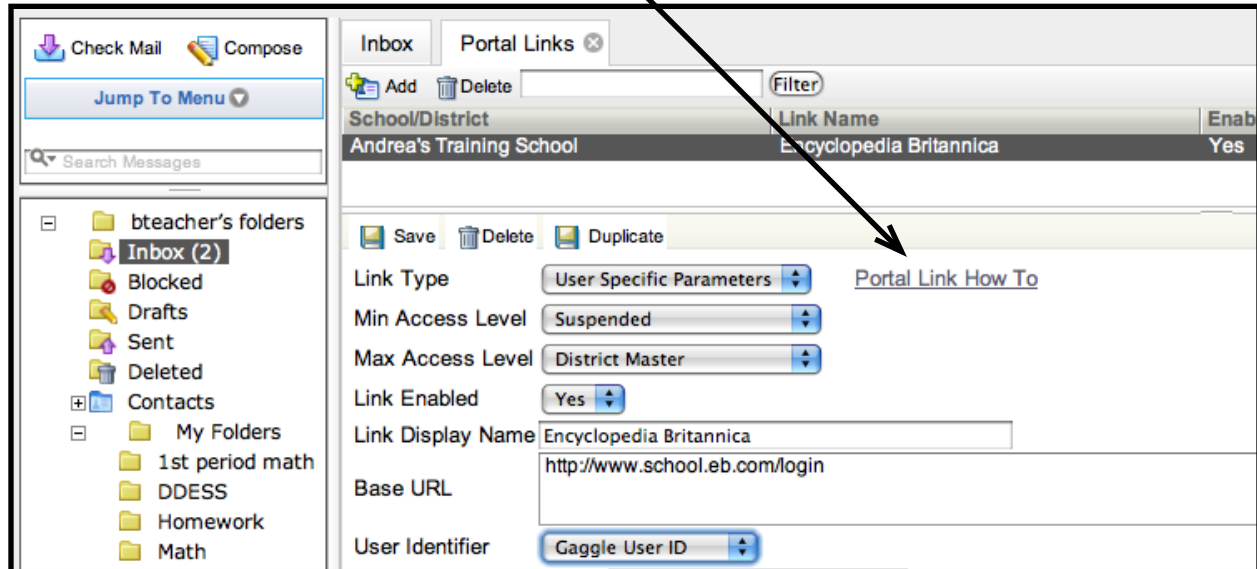

An additional csv file containing just the new data can be uploaded or the current parameters file can be deleted (click Delete All Parameters). Then an entirely new file can be uploaded.

Chapter 10 Portal Links

Additional information on Portal Links can be accessed by downloading our Technical How-To Guide through the link on the **Edit Portal Links** tab. This document includes base URL's and parameters for common educational sites.

How-To Link

Chapter 11 Parent Accounts

Introduction

Parent Accounts meet two important needs of most schools :

1. Parent accounts allow schools to communicate with parents using the power of email since all parents can be found in one directory, instead of having to collect parent email addresses. Teachers can quickly send a message to a student, or their parent(s) or both with a single click, and administrators can easily send mass email messages to all parents in a school or district, or even by grade-level. Parents can set their Gaggle account to forward to their personal email address so message from school are not missed. Parents can also easily locate teacher addresses in their directory in Gaggle, but will not see any other students' addresses.

2. Parent accounts allow the parents to monitor their children's Gaggle activities, much like a teacher monitors a student's account. The parent accounts can view all sent, received and deleted email messages, view Digital Locker Files, and view the student's Blog and Profile Page.

The parent account option can only be enabled for schools that are current subscribers of the Gaggle service. The accounts can then be created from the Add Users page the same way teacher and student accounts are created, or through the Data Integration process. For an individual school the parent accounts can be created within that group. However, for a district-wide subscription, it is simplest to have Gaggle create a separate group for the parent accounts, since most parents will have students in multiple buildings.

Parent Access Levels

There are three different access levels available for parent accounts:

Basic Parent - The Basic Parent accounts are not full internet email accounts. They can only email the children assigned to them in the Gaggle system and the Gaggle addresses of the teachers in the district. Schools do have the option to allow Basic Parent accounts to send and receive mail from other domains by editing the Allowed Parent Domains list. This is the perfect access level for districts that do not want parents to use their Gaggle accounts outside of the school setting. We recommend the Basic Parent access level as the safest choice.

Regular Parent - The Regular Parent accounts are full internet email addresses and can email anyone, except the Gaggle addresses of other students at the school or district. The Regular Parent accounts can only email the children who are assigned to them in the Gaggle system. In general, we do not recommend allowing parents to email all of the students in the school.

Trusted Parent - The Trusted Parent access level is identical to the Regular Parent account with one difference. Trusted Parent accounts are allowed to email all of the students within the school or district, even the children of other parents. This might be used for a parent volunteer in special situations, however, we do not recommend the Trusted Parent access level. Allowing parents to contact the children of other parents may lead to serious misunderstandings or inappropriate behavior.
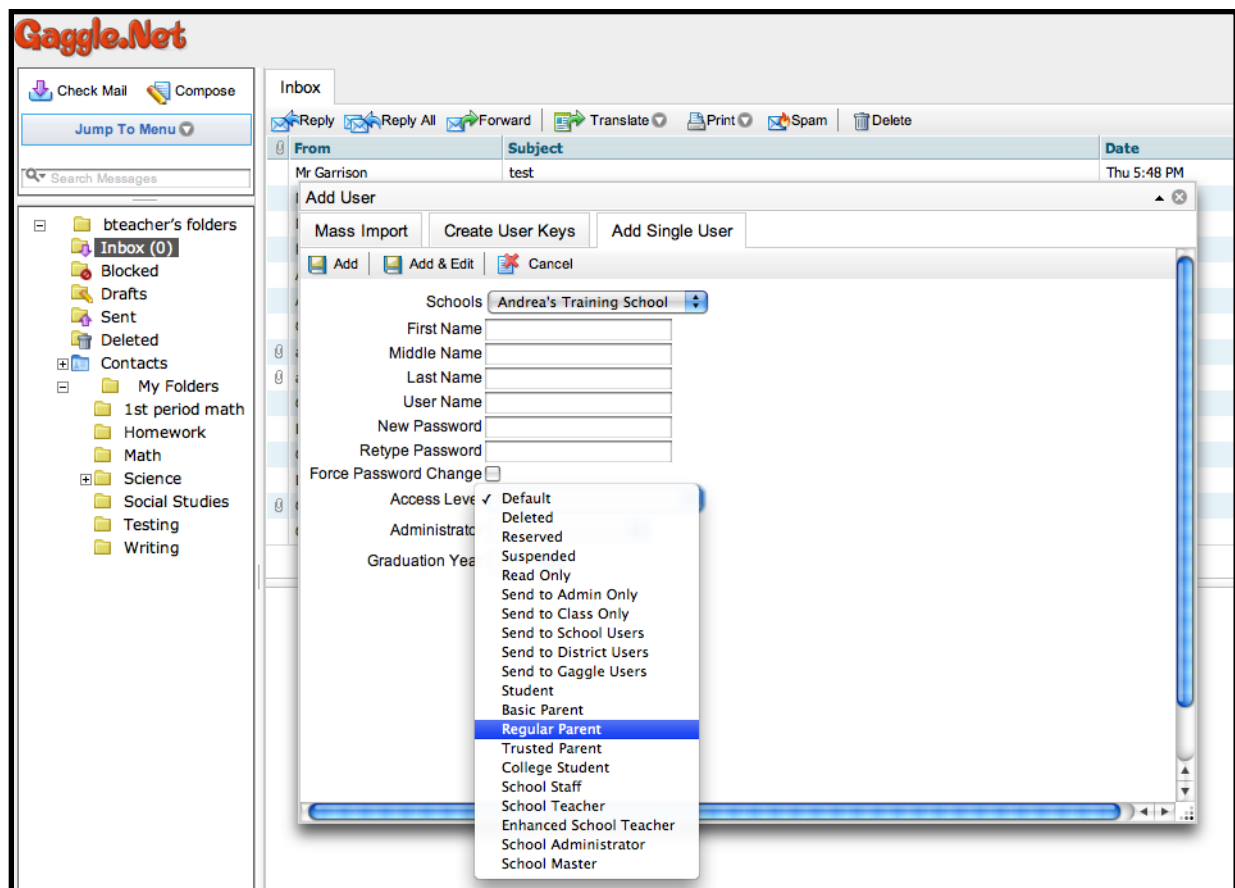
Linking Parent Accounts to their Children

Once a parent account is created, the educators must locate the children of that parent and link the parent account with the child's Gaggle account. The following instructions explain how to link a parent's account to their children:

1. Click on the **Jump To** menu, scroll over **School** or **Student Admin**, and select **User List**.
2. Highlight the student or students to be assigned to a particular parent by clicking the appropriate row(s).
3. Click on the **Linked Parents** tab at the bottom of the screen.
4. Click on the **plus sign**, and a new screen will appear listing all of the parent accounts created in the school. If the parent account is located in a different school or a special parent group, use the drop down menu at the top to select the proper group and display available parent accounts.
5. Check the box next to the specific parent to link with the selected student(s) and click **Add**.
6. Click **Save** in the bar above the Linked Parents tab.
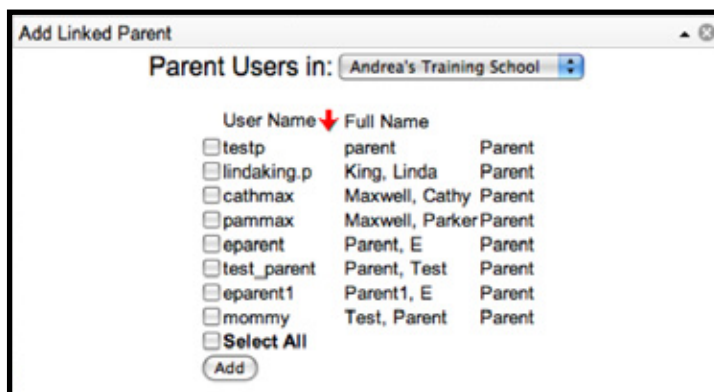
Managing Parent Accounts

Gaggle offers schools several ways to manage the parent accounts within their school. Authorized users have the ability to review the activity and make changes to the parent accounts as needed, much like they can to a student's account. For parents included in a single school group, School Administrators and higher can access the accounts. For districts with parents in a single group, District Administrator levels, and any School Admin or higher level accounts created within that parent group, will be able to access the parent accounts.

Making Changes to Parent Accounts
On the User List page, there is a subset titled **All parent users** on the **View** menu which allows educators to search for all existing parent accounts at one time. You can also click the **Show Parent Users** box at the top of the User List if you wish to include them in the All Users view. Educators can make changes to all of the parent accounts at once by utilizing the tab at the bottom of the User List page. Make changes to an individual parent account by clicking on the user's full name on the User List page.The parent's Personal Settings page will open in a new tab, allowing the necessary changes. To view and change which children are linked to that particular parent account, click the **Linked Children** tab.

Linked Children
Tab
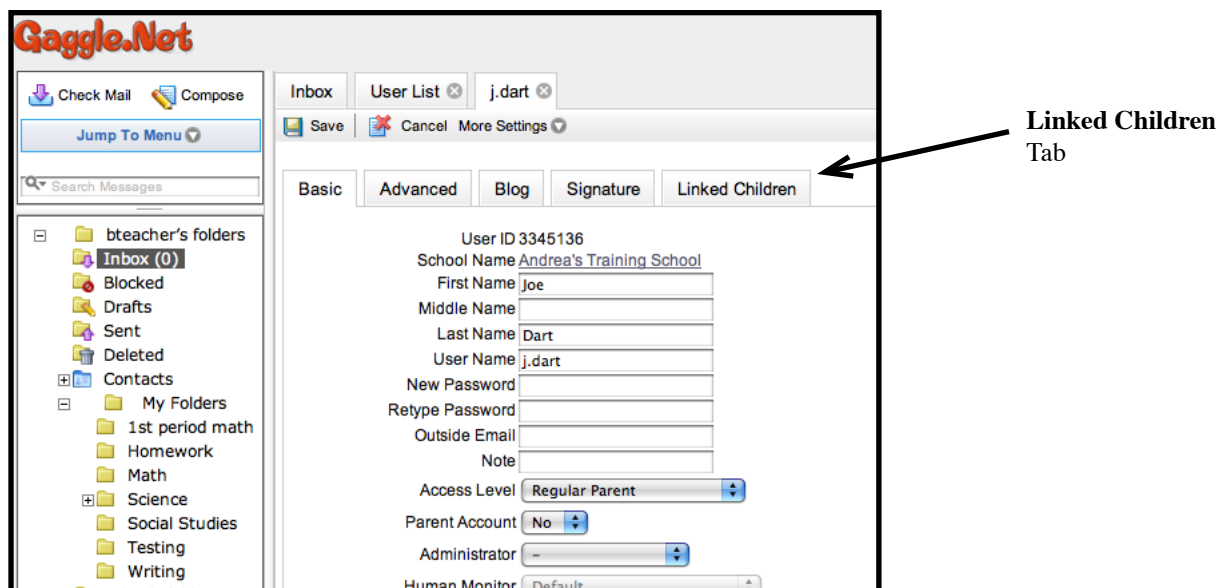
Reviewing Parent Activity
Educators can review the activity of the parent accounts. From the User List page, right-click on the parent account and choose **View Email** to view all of the sent, received, and deleted email messages. Parent accounts will not be filtered through Gaggle unless there is an administrator assigned to them.

Allowed Parent Domains
Parents set to the Basic Parent access level are not allowed to send or received mail outside of the Gaggle system. However, schools have the ability to define certain domains that Basic Parents will be allowed to send and receive mail from. Schools can define these domains by entering them in the Allowed Parent Domain list.
To edit this list, click on the **Allowed Parent Domains** link on the **More Settings** menu at the top of the School Setup page. Enter the domain name in the text box provided and click the **Save** button. Example: If a school wants to allow Basic Parents to send and receive mail from their district email addresses, simply enter "northwood.k12.il.us" in the Allowed Parent Domains list.

Chapter 11 Parent Accounts

Using Parent Accounts

As mentioned previously, the Regular Parent and Trusted Parent accounts are full email accounts that can email anyone in the internet world. Regular Parent accounts, however, are somewhat restricted since they cannot email the Gaggle accounts of students that are not assigned to them. All parent accounts have access to create personal Contacts and a Directory listing of staff members, and they can change their passwords, color scheme, and create folders. All parent accounts have the ability to forward their Gaggle email to an outside email address as well. Parent accounts do not have access to any Message Boards or Chat Rooms, or the Blogs, Profile Pages, or Digital Lockers of students other than their own.

Digital Lockers, Blogs, and Profile Pages.
The main purpose of a parent account is to allow the parents to monitor their children's Gaggle activities. The following instructions explain how parents can access their children's accounts:

1. From the **Jump To** menu, click the **Your Children** option. You will see a User List displaying only those students you are linked to.

2. You can view the student's mail folders, Digital Locker, and Blog by clicking the corresponding link.

Communicating with Parents

The parent accounts make it very easy for schools to communicate with the parents of all their students through email. All parent accounts can be accessed from the school's Directory page. By clicking on the subset **All Parents** on the **View** button, educators will easily be able to locate and contact any child's parent. Schools can also create Exploding Address Groups for the parent accounts for sending quick mass email messages.

Interactive Send Button (Send to Parents of Recipients)
Educators can quickly email parents by using the email addresses of the students linked to particular parents. By entering student addresses in the To field on the Compose screen, educators can utilize the interactive **Send** button to send an email to the parents. The interactive **Send** button gives educators the option to send an email to four different groups: Send to recipients, Send to parents of recipients, Send to recipients and their parents, or Send to recipients and CC their parents. This allows educators to have contact with the parents without having to take the time to look up parent email addresses.
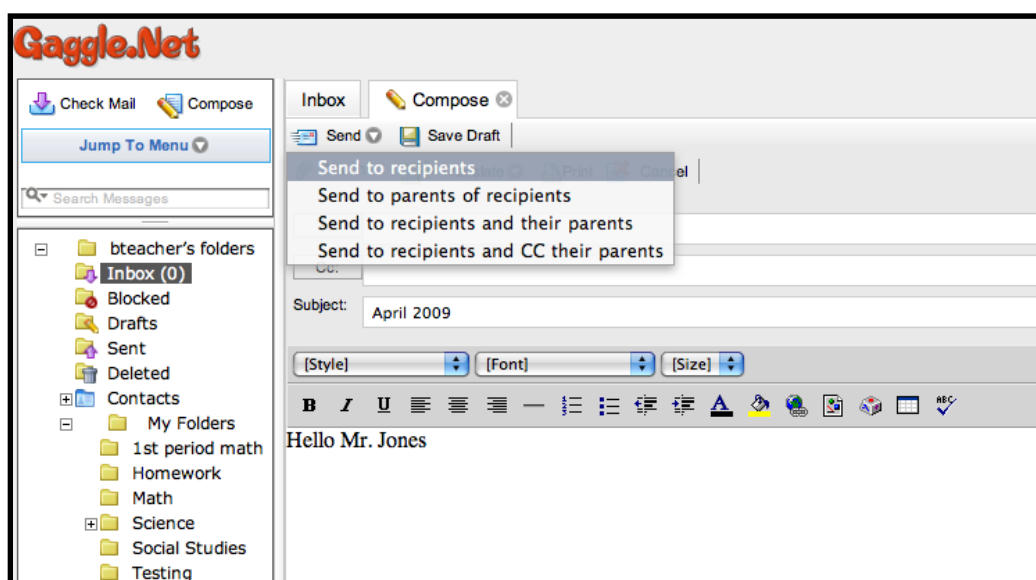
Chapter 12 Curriculum Integration

Curriculum Integration Using Student Email

Curriculum integration is a vital part of a successful implementation of email into the classroom. We understand that curriculum integration is important to any educator when they begin using a new service, and therefore we want to make the transition of using Gaggle in the classroom as smooth as possible.

Here are just a few of the learning opportunities available utilizing Gaggle Student Email:

Keyboarding Skills
Use email as a means of allowing students to work on and improve their keyboarding skills.

Vocabulary and Letter Writing
Email can be used to help students improve their letter writing and grammar skills, and it can also help increase their vocabulary.

Email Grading
Require the students to write at least three emails a week, and select one email per student to grade for correct spelling, grammar, and punctuation as part of their Language Arts grade.

Email Congressmen
Use this as part of a Social Studies class and have the students compose an email to their congressmen about a political issue discussed in class.

Follow a Legislative Bill
Follow a legislative bill through the whole process by contacting the key legislators through email. First, the student gets the email addresses of the legislators and then sets up communication on the bill.

Impersonations
Interact with others who are in character. This is a fantastic way to learn about great people in history, different cultures, etc.

Daily Media
Electronic newsletters can be delivered via email, and there are literally hundreds of these email publications. Students can share what they learn from these with others in the class. Examples might include a daily: fact, word, historical event, poem, political quotation, and many others.

Key Pals
This is an experience to learn about another person one email at a time. With over 13,000 schools in 20 countries on the Gaggle network, connecting with other schools is just a point and click away.

Question and Answer
This includes everything from ask-a-reporter to ask-a-scientist. There are many companies and individuals willing to communicate with students who ask questions.

Email Mentors
Several projects exist to match successful adults in various professions with students who can benefit from the interchange.

Adopt a Grandparent

Have students correspond with an elderly individual from a local nursing home. Most nursing homes now have access to the internet, and for those people without families of their own, this can really help to lift their spirits. It also allows the students to learn what it was like growing up in a different time.

Student Mentors

Educators can match up older students to be mentors for younger students from different schools. Student Mentors can be a valuable resource to younger students. They can do something as small as help them with their homework, or they can help make the transition to a new school smoother with the simple task of emailing back and forth.

Web Resources for Email Lessons

There are many websites on the world wide web which can give educators ideas on how to use email in the classroom. Some of these websites are places where teachers can link up with other classrooms for key pal projects or online collaborative learning. Below we have listed several of these websites and a description of each.

www.telementor.org

The International Telementor Center is a program at the Center for Science, Mathematics & Technology Education at Colorado State University (CSMATE) that facilitates electronic mentoring relationships between professional adults and students worldwide. Communicating via email, adult mentors share their experience and expertise, helping students achieve academic excellence in math and science, improving communication skills, and exploring career and educational futures. The Telementor site also contains some great project ideas.

www.realkids.com/critique.htm

This is a young writers critique group. It is an email listserv on which kids advise and critique each others writing samples.

www.askanexpert.com

This website is dedicated to connecting classrooms with experts in various topics. Students can email with experts to learn more about everything from Astronauts to Zoo Keeping. The website is sponsored by Pitsco, Inc. and Lego Dacta. Select from 12 categories with hundreds of websites and email addresses where educators can find experts to answer students' questions about various professions. Ask an Expert is a directory of links to people who have volunteered their time to answer questions and web pages that provide information.

Links for Classroom Key Pals

Kids' Space Connection - www.ks-connection.org
The Teacher's Corner.Net - www.theteacherscorner.net
Access the Gaggle Educator Message Boards to find other schools on the Gaggle network looking for key pals for their students.

Index

Index